

<b>Job Title:</b>	<b>Case Manager/Outreach Advocate - Housing</b>	<b>Job Category:</b>	
<b>Department/Group:</b>	Housing	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Richmond, TX	<b>Travel Required:</b>	To agency locations & apartments
<b>Level/Salary Range:</b>	\$41,000 Based on experience	<b>Position Type:</b>	Full-Time; nonexempt
<b>HR Contact:</b>		<b>Date posted:</b>	<a href="#">Click here to enter a date.</a>
<b>Will Train Applicant(s):</b>	Yes	<b>Posting Expires:</b>	<a href="#">Click here to enter a date.</a>
<b>External posting URL:</b>			
<b>Internal posting URL:</b>			

**Job Description**

## ROLE AND RESPONSIBILITIES

**Serving survivors of domestic and sexual violence using victim-centered, strengths-based, trauma-informed approaches. Assist with the accuracy and maintenance of records, and program surveys/questionnaires.**

- Be professional and abide by agency's core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork**
- Conduct safety planning, lethality assessment, and intervention services.
- Provide resource options available and the pros and cons of action and inaction on the part of the client toward achieving service goals.
- Coordinate and monitor specialized service providers (e.g., housing specialist, employment specialist, follow-up position, etc.) to ensure the client is meeting social service goals through the Client Service Plan.
- Provide crisis intervention assistance to clients and prospective clients.
- Provide accompaniment as needed.
- Conduct casework with clients to include goal setting regarding trauma recovery, education, job training, employment, personal financial planning, need to refer to victim advocacy program, and other services as necessary.
- Oversee client transportation needs.
- Coordinate programs & services for women including, but not limited to, support groups, employment, and self-improvement to ensure continued care.
- Be knowledgeable of community resources.
- Maintain client records of casework activities.
- Serve as an advocate on behalf of clients.
- Complete accurate documentation and maintenance of client files.
- Complete Client Service Plan
- Act as **child advocate** (includes having knowledge of child development, parenting skills, and dynamics of family relationships; sensitivity to the needs of children; ability to respond in a constructive, supportive manner to the parent and child clients in crisis; ability to plan and implement activities for children; knowledge of the local network of children's services)
- Act as **legal advocate** (includes having a working knowledge of Texas laws pertaining to family violence/sexual assault, as well as the justice systems; response to family violence/sexual assault; be familiar with legal services, resources, and procedures available to victims in each county where services are provided; assist clients in safety planning and re-evaluation of the safety plan as part of

an individual service plan; identify legal rights and options as part of individual service plans)

- Have knowledge of grant objectives and goals including the timely completion of timesheets and other grant-related paperwork.
- Conduct intake and initial casework with each new client within 48 hours of intake if in the shelter and a minimum of once weekly thereafter to facilitate the client's goal setting and safety planning.
- Conduct follow-up and keep accurate records.
- Assist with providing hotline coverage as requested.
- Plan and coordinate educational and personal growth-oriented programs for sheltered women.
- Solicit and participate in community awareness, education events and speaking activities to educate the community about the problems of domestic violence, sexual assault, and homelessness including DV & SA awareness month.
- Provide victim information to clients, including referrals to the victim assistance/advocacy staff as appropriate.
- Demonstrate leadership, communication, and problem-solving skills in a manner, which encourages and empowers clients to seek remedies for positive change.
- Make independent decisions to benefit clients and the agency.
- Work weekend and evening shifts as requested.
- Participate in the HART (hospital accompaniment response team) program as requested.
- Complete client check requests in a timely manner, being aware that whenever a mistake is made that causes us to overpay for a client, the Case Manager is responsible for collecting from the client and returning the overpayment.
- Attend staff meetings as requested.
- Other duties as assigned.
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#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's degree in a related field. Experience with housing grant requirements is preferred.
- Bilingual – Spanish / English preferred.
- Sensitivity and knowledge regarding the issues of family violence and sexual assault and the impact of these crimes on women and children.
- Ability to remain calm in crisis situations.
- Understand client programs and dynamics of communal living.
- Have valid Texas Driver's License and carry auto liability insurance as required by the State of Texas
- Pass a criminal background check and drug screening.

#### PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, responds compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports and explains reasoning for decisions, and includes appropriate people in the decision-making process.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.

- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled, especially during crises.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport, using active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and nonjudgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Uses appropriate verbal and nonverbal communication to deescalate crises situations.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritizes/plans work activities using time efficiently; plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively, edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel required in greater Harris and Fort Bend County areas.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_