

JOB TITLE: DOMESTIC VIOLENCE CASE MANAGER

Department: Advocate

Co-Location: Child Advocacy Center

Reporting Manager: Program

Supervisor

Position Status: Full-Time

Classification Level: Non-Exempt

Revised: June 2021

POSITION SUMMARY: The Domestic Violence Case Manager will provide crisis intervention, case management, advocacy and follow-up services to survivors of domestic violence. This Case Manager is co-located at the Child Advocacy Center. The mission of the Child Advocacy Center is to integrate and coordinate services to meet the needs of child victims of sexual and physical abuse and their families at a single, child friendly facility. Such response is intended to reduce trauma, promote accountability and facilitate healing. The Case Manager will provide personal and criminal justice advocacy and accompaniment for survivors who are parents, guardians or safe adults for children receiving services at the CAC. Additional support for survivors may be provided during presentation at Erie County emergency departments, police and/or court proceedings. The Case Manager will assist with linkages between the CAC Multidisciplinary Team, law enforcement, the district attorney's office and other community-based agencies working with domestic violence survivors.

Essential Functions of the Position Include, But Are Not Limited to:

- Maintain a commitment to the mission and work of Crisis Services with a deep appreciation for and sensitivity to the guiding principles of the organization.
- Assist in ensuring provision of Advocate Department services including, but not limited to: crisis intervention response, follow up and outreach to clients, case management services, personal advocacy, legal advocacy, linkage to community resources, assistance in obtaining NYS Office of Victim Services compensation and assistance with criminal justice processes.
- Provide follow up and case management services to assist with reduction in victimization, increased level of functioning, improved capacity for independence, reduction in level of isolation.
- Perform follow-up site visits/outreach to clients.
- Provide on-site assessment and crisis intervention response to victims of domestic violence at the CAC, in addition to police precincts, district attorney's office and other community-based locations.
- Maintain appropriate client records.
- Provide consultation to department volunteers working with presenting survivors at Erie County hospitals.
- Maintain a commitment to quality client service for the agency, allied partners, members, and communities at large.
- Participate in mandatory agency and CAC meetings and quality assurance activities.
- Attend required training and professional development opportunities.
- Must have valid NYS driver's license and access to an automobile.
 - **Hospital On Call:** If activated, may be required to respond to local county emergency rooms to provide crisis intervention and supportive services to survivors of domestic violence, sexual assault, family violence and/or elder abuse and/or provide support to Volunteers who are on call for the Hospital Response Program
 - **Hotline On Call:** If activated, required to respond to agency to answer local and statewide calls to provide immediate support, information, referral, telephone counseling, safety planning and advocacy to callers on the New York State Domestic and Sexual Violence Hotline, Statewide Chat/Textline, the

New York State Prison Rape Elimination Act (PREA) Statewide Rape Crisis Hotline, serving incarcerated survivors, and local county hotlines.

- Perform all other duties as assigned by supervisor for the purpose of ensuring the efficient and effective functioning of the department.

Position Qualifications:

Knowledge: Demonstrated knowledge of domestic violence dynamics and effects, public awareness and crisis intervention services. Must have excellent organizational skills, with great attention to detail, and be able to maintain accurate records. Ability to prioritize, flexibility, and experience in working on multiple tasks efficiently and effectively. Must be able to set goals and create timelines for implementation; must be able work independently.

Education: Bachelor’s Degree in human service field or Master’s degree in human service related field.

Experience: Bachelors plus minimum of two (2) years’ experience, preferably providing direct services in family violence prevention work OR Master’s plus minimum one-year experience providing direct services in family violence prevention work. Awareness of best practices of domestic violence prevention, risk reduction and survivor support strategies. Demonstrated ability and experience working with diverse populations.

RELATIONSHIPS:

Internal: The Domestic Violence Case Manager will maintain productive relationships with agency management, department staff, volunteers, union officials and employees.

External: Will work collaboratively with a variety of stakeholders (e.g. hospitals, law enforcement agencies, community service organizations, government agencies, courts and families) to provide a comprehensive range of services including advocacy, counseling, crisis intervention, support and guidance to meet the needs of the clients and their families.

Position Requirements and Working Conditions:

Physical Activities <i>Check all that apply</i>	Frequency <i>(N)Never, (O)Occasionally or (C)Constantly</i>
Ascending or descending stairs and the like.	O
Remaining in a stationary position, often standing or sitting for prolonged periods.	C
Moving about to accomplish tasks.	O
Communicating with others to exchange information.	C
Repeating motions that may include the wrists, hands and/or fingers.	C
Travel to meet with various stakeholders.	C
Assess risk, detect risk factors for site safety purposes through being aware of surrounding environment, individuals, noises, observations, etc.	O

Environmental Conditions <i>Check all that apply</i>	Frequency <i>(N)Never, (O)Occasionally or (C)Constantly</i>
Low temperatures.	N
High temperatures.	N
Outdoor elements such as precipitation and wind.	N
Noisy environments.	N

Hazardous conditions.	N
Poor ventilation.	N
Small and/or enclosed spaces.	N
No adverse environmental conditions expected.	C

Physical Demands <i>Check only one</i>	Frequency <i>(N)Never, (O)Occasionally or (C)Constantly</i>
Sedentary work that primarily involves sitting/standing.	C
Light work that includes moving objects up to 20 pounds.	O
Medium work that includes moving objects up to 50 pounds.	N
Heavy work that includes moving objects up to 100 pounds or more.	N

EEO STATEMENT:

Crisis Services is an Equal Opportunity Employer and considers all candidates for employment regardless of race, color, national origin, religion, sex, age, disability, citizenship, pregnancy, military status, marital status, sexual orientation, or any other characteristics protected by law.