

Transitional Case Manager



Essential Duties & Responsibilities

1. Provide emotional support focused on the survivor's social and emotional well-being.
2. Assist survivors in planning for immediate and long-term safety. Provide peer counseling and crisis intervention services as needed.
3. Collaborate with each survivor toward self-identified goals, reflecting on progress and helping devise action plans and revise goals as necessary.
4. Provide referrals to other resources as needed to support survivor self-sufficiency, including job-readiness training, employment counseling, education, childcare, and transportation.
5. Facilitate support groups and classes as needed.
6. Provide mobile case management and support services related to parenting, independent-living skills, housing stabilization, economic literacy and money management, community integration, employment and training, education, medical care, benefits establishment, and linkage to specialized service providers (e.g. substance abuse treatment, mental health care, counseling services) as needed to assist survivors in reaching their short and long-term goals.
7. Establish relationships with leasing agents and landlords to assist in locating appropriate housing that can, when necessary, accommodate those who have multiple barriers in obtaining permanent housing.
8. Coordinate interpretation, translation, or ASL services and other accommodations as needed for project participants.
9. Coordinate financial assistance for survivors in collaboration with the supervisor and observe agency and funder policies and requirements.
10. Assist survivors in seeking available crime victim compensation benefits.
11. Within the limits of Confidentiality Policies, collaborate with victim-serving agencies, service providers, law enforcement, and criminal justice entities to maximize resources and prevent duplication of services.
12. Perform unit move-in and move-out inspections as needed. May assist with cleaning and minor maintenance.
13. Perform intake and exit procedures and secure required information from survivors.
14. Assist survivors in moving to transitional units or to permanent residences as needed.
15. Maintain case logs and service statistics and provide narrative reports as required by funders and agency policy/procedure.
16. Communicate client needs and progress to staff in weekly Case Manager and Staff meetings.
17. Provide basic education to clients regarding the dynamics of domestic violence, non-violent parenting, etc.
18. Provide transportation to residents.
19. Promote coordinated public and private efforts within the community to aid survivors of domestic violence. Serve on applicable committees to act as a liaison between Friendship Home and other agencies.
20. Ensure adherence to transitional shelter rules, policies, and procedures.
21. Provide advocacy and support services to former project participants as needed and as able.
22. Assists with the training of new staff and volunteers.
23. Make educational/informational presentations to community groups and other interested parties.
24. Assist with special projects and tasks as assigned.

The specific statements in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to perform the job successfully.