

Bilingual Case Manager



Essential Duties & Responsibilities

1. Meets with residents on the waiting list for shelter to assess needs and present options for assistance.
2. Assists with in-take and exit procedures.
3. Provides thorough needs analysis and resource referral for each assigned resident in shelter.
4. Builds trust and communicates effectively in providing service to Middle Eastern residents.
5. Creates and maintains relationships with individuals and groups within the Middle Eastern community.
6. Builds trusting and positive connections with the Middle Eastern community.
7. Acts as a resource to Advocates to design the most effective program for each individual case.
8. Reviews case logs and files incident reports to assess progress and provide on-going needs analysis.
9. Ensure proper reporting to appropriate agencies.
10. Provides basic education regarding the dynamics of domestic violence, the impact on children, and non-violent parenting, etc.
11. Provides crisis intervention and counseling to residents in cooperation with Advocates.
12. Coordinates and facilitates support groups.
13. Provides transportation to residents.
14. Provides advocacy and follow-up with other agencies and resources as needed.
15. Acts as a liaison between Friendship Home and other agencies by serving on committees and by providing educational information on Domestic violence.
16. Ensures recording and maintenance of statistics and records as part of the Agency's Program Evaluation system.
17. Ensures adherence to shelter rules, policies and procedures.
18. Assist in problem-solving and conflict resolution among residents resulting from the dynamics of communal living.
19. Participates in the cleaning and minor maintenance of the shelters.
20. Assists residents in moving to transitional units or to permanent residences.
21. Provides advocacy and support services to former residents 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. Assists with special projects and tasks assigned by the Assistant Program Director.

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