



**Job Title:** Family Advocate/ Case Manager

**Immediate Supervisor:** Shelter Director

**Hours:** Monday – Friday 11 a.m. – 7 p.m.

**Job Summary:**

Provide assistance to women and their children who have experienced domestic violence with goal planning and connection to relevant resources in the community. The case manager serves as a liaison between the agency and other community resources including schools, daycare agencies, housing resources, and other social services agencies. Provide parent education and resources.

**Duties/Responsibilities:**

- Maintain ongoing case files, progress notes, action plans, and follow-up plans.
- Provide advocacy and information to the clients using available resources and options. In collaboration with the client, set weekly and bi-weekly goals.
- Seek out relevant resources and contact persons in the community to assist in accomplishing their self-sufficiency plan.
- Discuss time management skills with clients and prioritization of appointments and tasks.
- Use the empowerment model and trauma- informed care approach when advocating for the client to promote identification of client options and autonomy with decision making.
- Provide weekly progress reports and case notes to the Shelter Director. Enter all data and case notes in the database.
- Facilitate evening house management meetings as necessary.
- Develop and implement services for children/youth in the shelter.
- Act as a liaison between the clients and other community resources including local schools, daycare agencies, housing resources, job services, mentoring/parenting programs, educational programs, social service workers, and the faith community.
- Educate and enhance parent and child/youth understanding of domestic violence and its effects.
- Organize weekly educational activities for school age children.
- Organize weekly children’s group activities for non-school age children.
- Coordinate bi-monthly parenting groups with appropriate parent education materials specific to the current clients.
- Provide child care at the assigned support groups.
- Distribute and maintain the Verizon Hope Line phone program.

- Manage the Child and Adult food program and do weekly grocery shopping according to the meal plan.
- Submit written monthly report to the Shelter Director.
- Attend community meetings and events assigned by the Shelter Director.

**Qualifications:**

- BA/BS required. Degree in human services, family studies or child development preferred.
- Skilled in interpersonal relationships.
- Confident self-starter; able to work without supervision.
- Computer literate.
- Able to work with people of various social, ethnic, racial, and socioeconomic backgrounds.
- Work as a team member in keeping the best interest of the client, child, and staff of the agency in mind.
- Strong organizational skills.
- Strong verbal/ written communication skills.