

Shelter Case Manager

The Blackstone Valley Advocacy Center is a non-profit organization providing comprehensive services to victims of domestic and sexual assault.

Job Summary:

Under the supervision of the Shelter Manager and according to established policies and procedures, has primary responsibility of case management focusing on support for families and individuals experiencing domestic violence and residing the Safe Homes.

Principal Responsibilities and Duties:

- Conducts activities necessary to admit individuals and families to the Safe Homes;
- Records necessary information, explains house practices, tours, distributes linens and other necessary items, and otherwise orients new residents;
- Supports residents with developing long-term plan for economic stability through employment and/or job training program;
- Helps residents with assessment of interests, financial needs, and progress;
- Empowers residents in goal planning and timelines for securing housing, and other resources;
- Provides crisis intervention and advocacy to residents in the Safe Home;
- Assists in identifying immediate and long-term needs, reviewing options, and planning for transitions and makes referrals as necessary;
- Maintains demographic statistics on residents who reside in the Safe Home Program and compiles weekly reports through data entry;
- Represents agency at various local providers meetings as needed;
- Facilitates group workshops;
- Facilitates weekly residents meeting to discuss care plans and goals;
- Responsible for maintaining donations received in conjunction with other staff;
- Researches and creates links with established local and statewide employment and housing resources, businesses, adult education programs, housing authorities, statewide housing organizations, etc.;
- Responsible for receiving, screening, routing and/or responding to telephone calls to the Victims of Crime Helpline and agency helpline as needed;
- Participation in on-call and emergency coverage as needed to safe home; and
- Additional duties necessary for the efficient operation of the agency assigned.

Skills and Abilities Required:

- A high level of interpersonal skills to provide support and assistance to clients;
- Commitment and sensitivity to issues related to the needs of families in crisis, particularly those affected by domestic violence;
- Ability to appropriately and effectively deal with crisis level situations;
- The physical ability to lift heavy items;
- A valid driver's license and automobile insurance is required as work involves in-state travel;

- A combination of education and experience demonstrating acquisition of the skills and abilities required;
- A level of knowledge equivalent to that which is acquired by a minimum of an Associate's Degree, trauma informed services, child development and housing first model; and
- Bilingual ability in English/Spanish a plus.

This job description is intended to describe the general nature and level of work performed; the Principal Duties and Responsibilities are a representative, but not exhaustive, list of duties performed.

The Blackstone Valley Advocacy Center is an Equal Opportunity Employer. The organization does not discriminate against a volunteer, an employee, or applicant for employment of conditions or opportunities for employment based on race, color, religion, gender, sexual orientation, gender identity or expression, disability, age or country of ancestral origin.

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Vision insurance
- Life insurance
- Paid time off

Job Type:

- Full-time
- 1st, 2nd and 3rd shifts available

Salary: \$18.50 per hour/\$36,075 annual