



## Employment Opportunity

### Safe House Case Manager

**The Organization:** SAVE's mission is to strengthen every individual and family we serve with the knowledge and support needed to break the cycle of domestic violence and build healthier lives. In pursuit of this mission, SAVE provides a comprehensive range of direct services to people experiencing domestic violence from immediate crisis intervention to long-term supportive services. SAVE offers competitive benefits and a fun, stimulating work environment. We are focused on continually improving our survivor-centered, trauma-informed work and meeting the needs of the diverse communities we serve.

**The Position:** The Safe House Case Manager (SHCM) is the primary point of contact to provide and coordinate services for all residents of the Safe House program. The SHCM is responsible for developing and maintaining connections with outside agencies and local resources to provide advocacy and support for participants in meeting their immediate and longer term goals. The SHCM utilizes an empowering, trauma-informed, harm reduction approach in the provision of all services. The SHCM works closely with the other members of the SAVE Safe House team, who share the same passion to help people navigate systems that may be overwhelming, find ways to keep channels of support open and face challenges with humility.

**The Ideal Candidate:** Are you looking for a great place to work with a team atmosphere? This is an opportunity that you cannot pass up. The right candidate for this position is passionate about advocating for individuals experiencing domestic violence as well as working toward systemic change for survivors.

Candidates for this position will demonstrate a deep understanding of the specific issues faced by survivors and knowledge of the intersections between domestic violence and other forms of oppression. Candidates who are bilingual and bicultural and who have lived experience with domestic violence are strongly encouraged to apply.

**Status:** Full Time, Nonexempt

**Location:** Fremont, CA

**Hours:** 40.0 per week

**Salary:** The salary for this position is \$21/hr

**Benefits:** Comprehensive benefit package, 403(b) retirement plan, paid holidays, vacation and sick-time

**Description of duties:**

- Provide general case management services to adult clients, including advocacy, referrals and crisis intervention services.
- From a trauma-informed approach, work with shelter clients to develop individualized case plans which will assist families in moving toward greater safety and stability.
- Assist clients with identifying needs within the family and securing necessary resources from outside agencies or services including assisting the preparation of applications and providing necessary advocacy.
- Coordinate with other shelter staff to ensure continuity of services to address clients' needs.
- Communicate important incidents involving clients to the appropriate shelter staff.
- Provide ongoing support to shelter clients during their stay in the form of crisis counseling and intervention.
- Assist shelter program staff in maintaining client and programmatic data and files.
- Maintain an extensive resource and referral directory to aid in connecting clients with appropriate resources and services.
- As part of the direct service staff team, provide input into the development and ongoing practice of trauma-informed program policies, procedure and content.
- Maintain up to date knowledge of the CalWORKS benefits and exclusions specific to those who have experienced domestic violence. Advocate for clients' receipt of these benefits as needed.
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**General Duties: (shared by all direct service staff)**

- Respond to crisis calls in a caring, informative and non-judgmental manner.
- Maintain up-to-date files and records of crisis calls.
- On a rotating basis, serves as on-call Backup for Hotline and Shelter.
- Assume responsibility for call-forwarding the Hotline as needed.
- Assist with maintaining program operations and office functions as needed.
- Assist in the training of volunteers as needed.
- Attend all required meetings, including staff meetings, trainings, consultations and retreats.
- Maintain accurate records, case files and documentation of services to input into the agency data entry system in a timely manner.
- Conduct assessments and intake interviews for incoming shelter clients. Provide shelter house and program orientation for new clients.
- Provide client transportation as needed.
- When single-shifted, assume responsibility for safety and security of the shelter.
- Perform shelter intakes and exits as needed.
- Orient new clients to the shelter in a welcoming manner.

**Non-Essential Duties\*:**

Other duties – as needed, including but not limited to as deemed by supervisor.

\*For the purposes of the Americans with Disabilities Act (ADA), the term "Primary" represents "Essential" and "Secondary" represents "Nonessential".

## Qualifications:

Ability to perform the duties described above. A typical means of acquiring those abilities would be:

- Education or experience equivalent to a Bachelor's degree in Psychology, Human Services, Social Work or related field.
- At least 2 years' experience providing case management or similar services in a residential or crisis services setting.
- At least six months' experience working with domestic violence issues.
- Bilingual skills or bicultural experience preferred.
- **Employment is contingent upon passing a background investigation.**

## Requirements:

- Thorough understanding and demonstrated record of commitment and sensitivity to intimate partner violence, including comprehensive knowledge of signs, cycles, types, and risk factors for abuse, victim resources, related policy developments, and domestic violence current news and events.
- Ability to work effectively, cooperatively, and respectfully with staff, volunteers, clients, and community members regardless of race, ethnicity, national origin, partner status, faith, age, socio-economic status, gender identification, and physical or mental ability.
- Strict adherence to organization's confidentiality and privacy policies, and the ability to recognize sensitive issues.
- Demonstrated understanding of the challenges faced by domestic violence survivors experiencing homelessness.
- Demonstrated understanding of the challenges faced by youth impacted, primarily or secondarily, by domestic violence.
- Demonstrated understanding of the challenges faced by marginalized, unserved/underserved communities.
- Demonstrated understanding of a client centered, trauma informed approach to working with people experiencing domestic violence.
- Ability to adapt to a variety of environments or work demands.
- Ability to maintain a high level of consciousness and sensitivity to client needs and domestic violence issues.
- Ability to support and respond with humility to diversity.
- Ability to work in a crisis-oriented environment and respond appropriately to a person in crisis.
- Demonstrated commitment to the mission and values of SAVE.
- Ability to work independently as well as part of a team.
- Willingness to work flexible hours including evening and weekends. Willingness to adjust schedule on a weekly basis if needed, as directed by the Shelter Program Manager.
- Computer literate with knowledge of MS Office (Word, Excel, Outlook, Publisher) and client tracking databases.
- Must possess a valid California driver's license, insurance, and access to an automobile. Proof of insurance and loss payee endorsement is required. Must meet agency's driving requirements.
- Must have completed or be willing to complete the state-mandated 40-hour domestic violence counselor training.

**Equal Employment Opportunity:**

As an equal opportunity employer, SAVE supports equal opportunity for employment and advancement free of race, color, religious creed, ancestry, national origin, age, sex (includes sexual harassment) pregnancy (childbirth or related medical conditions), marital status, sexual orientation, medical condition (cancer and genetic characteristics), mental and physical disability (includes HIV and AIDS), political affiliation/opinion, Veteran's status, or request for family leave. SAVE is committed to ensuring that the work environment of SAVE employees are free from discrimination, harassment, and retaliation.

To apply, submit a resume and cover letter to [heatherm@save-dv.org](mailto:heatherm@save-dv.org).

The position will remain open until filled. For a complete job description, visit our website, [www.save-dv.org](http://www.save-dv.org)