



## **Employment Opportunity**

Domestic Violence Housing First Case Manager  
Full Time, benefits included  
\$21/hr

**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 and 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 Housing First Services Case Manager (HFCM) is responsible for supporting the successful implementation of SAVE's Housing First Services program. The program consists of 3 primary components: 1. The provision of rental and other financial assistance to survivors of domestic violence who are in need of transitional housing or other housing support; 2. Ongoing, intensive case management support and advocacy for participants in the program and 3. Workshops and other group program activities for participants designed to support their wellness and progress toward more stable housing. The HFCM works closely with the DV Housing First Program Manager, the Director of Programs and other SAVE staff to ensure that survivors in the DV Housing First program have access to other SAVE services and programs. The HFCM also advocates on behalf of survivors with outside agencies and entities (governmental, CBO's, landlords) to ensure equitable access to resources and services available to survivors.

**The Ideal Candidate:** Strong candidates for this position will demonstrate an understanding of the specific issues faced by domestic violence survivors seeking to obtain and maintain safe and stable housing. The candidate will have a deep commitment to providing trauma-informed, client centered services and a desire to assist domestic violence survivors to access any and all services which would benefit them. Previous experience working with both survivors and in the housing services field is strongly desired. An understanding of the Bay Area housing market and knowledge of the resources available to lower income communities is a must. Experience developing programs and building

community partnerships is also strongly desired. Candidates who are bilingual and bicultural and who have lived experience with domestic violence and/or underserved communities especially encouraged to apply.

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## **DESCRIPTION OF DUTIES:**

### Essential Duties:

- Provide intensive crisis intervention and case management services to survivors who are eligible for housing assistance and subsidies from SAVE.
- Conduct individual sessions with survivors to identify needs, set goals, make referrals and track survivor progress.
- Assist survivors to identify and enroll in school and/or employment training programs that will enhance economic stability.
- Assist survivors to apply for and obtain benefits for which they are eligible (SSI/SSDI, CalWORKS,VOC). Provide necessary advocacy with governmental agencies.
- Provide on-going case management including: safety planning, risk assessment, short-term and long-term intervention planning.
- Identify obstacles and risks to the survivors' safety and stability and work with survivors to overcome these obstacles and mitigate the risks
- Provide regular mobile or in-home advocacy and case management as appropriate.
- Assist with the provision of workshop activities for survivors participating in the transitional housing program.
- Maintain a directory of resources which would benefit program participants.
- Develop and maintain survivor files, ensuring the receipt and retention of necessary documentation related to assistance provided.
- Meet with the program manager for supervision regularly and as needed.

### **General Duties:** (shared by all direct service staff)

- Respond to crisis calls and walk-in survivors.
- Maintain up-to-date files and records of all services provided.
- Provide emergency transportation to survivors.
- Attend all required meetings, including staff meetings, trainings, consultations, and retreats.
- Assist with training new staff members and volunteers.
- Assume responsibility for site security and safety as needed.
- Provide input into program planning and developments.
- Assist with maintaining program operations and office functions as needed.

### **Qualifications:**

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

- Bachelor's degree or equivalent experience in human services, social work, counseling, psychology, criminal justice, or related field
- At least 3 year's experience providing case management or similar service in a social service setting with a focus on assisting people experiencing trauma.
- At least two year's experience working with domestic violence survivors.
- Experience conducting trainings, workshops, support groups extremely helpful.
- Experience working in/with housing subsidy programs, tenants' rights, housing law protections for DV survivors extremely helpful.
- Bilingual skills and/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 the signs, cycles, nuances, types, and risk factors for abuse.
- Ability to work effectively, cooperatively, and respectfully with staff, volunteers, survivors, 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 and act accordingly.
- Demonstrated understanding of the challenges faced by domestic violence survivors.
- Demonstrated understanding of the challenges faced by marginalized, unserved/underserved communities.
- Demonstrated understanding of a survivor 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 survivor needs and domestic violence issues.
- Ability to support and respond with humility to diversity.
- Ability to communicate effectively.
- Ability to work independently.
- Willingness to work flexible hours including evenings and weekends. Ability to work in a crisis-oriented environment.
- Demonstrated commitment to the mission and values of SAVE.
- Computer literate with knowledge of MS Office (Word, Excel, Outlook, Publisher) and survivor 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.

#### **Interdependencies with Other SAVE Areas/Programs:**

Shelter, COPS, Youth Services Program, Linkages, Clinical Services, Empowerment Center, Development

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the position.

#### PHYSICAL ACTIVITIES

#### **Rarely\*Occasionally \*Frequently \*Regularly**

**Regularly** -- Seeing: Must be able to see and read with or without corrective lenses or other aids.

**Regularly** -- Communication: Must be able to communicate effectively with people in person, via phone systems, through text and other devices.

**Frequently**-- Stationary positions; Must be able to maintain a X stationary position for an hour or more.

**Regularly** -- Moving: Must be able to move about the office X space, travel to other work sites.

**Occasionally** -- Climbing/Stooping/Kneeling/Bending X

**Occasionally** -- Lifting/carrying up to 25 lbs X

**Rarely** -- Lifting/carrying over 25 lbs X

**Regularly** -- Grasping/Feeling/Finger use of both hands: Must X be able to write, type, use a keyboard and telephone system.

#### **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 or physical disability (includes HIV and AIDS), political affiliation/opinion, Veteran's status, or request for family medical leave. SAVE is committed to ensuring that the work environment of SAVE employees are free from discrimination, harassment, and retaliation.

**Interested applicants must submit a cover letter and resume to [annieo@save-dv.org](mailto:annieo@save-dv.org). Resumes without a cover letter will not be considered.**

