



Employment Opportunity

Community Case Manager

Status: Full Time, Nonexempt

Location: Fremont, CA

Hours: 40.0 per week

Salary: The salary for this position is \$21/hr (up to \$22.20 with fluency in a second language common in our client population)

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

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 Community Case Manager is responsible for providing crisis intervention and case management services to survivors of Intimate Partner violence who are seeking services at SAVE's Empowerment Center. The Community Case Manager carries an ongoing caseload of approximately 25 survivors and provides short term crisis support to additional survivors through our walk-in services.

The Ideal Candidate: Strong candidates for this position will demonstrate the ability to thrive in a fast-paced, crisis services environment. The right candidate will be warm and outgoing and enjoy interacting with the public. The case manager must have the ability to demonstrate empathy and compassion even in difficult circumstances. The case manager must be able to juggle multiple tasks and demonstrate skill in prioritization and organization. They must enjoy working independently as well as being part of a larger team.

Previous experience providing case management services to survivors of trauma in a non-profit, direct services organization is strongly desired. Candidates who are bi-lingual/bi-cultural and/or who have lived experience as a survivor are preferred.

Primary Duties:

- Provide intensive crisis intervention and case management services to survivors who seek support from the Empowerment Center.
- Conduct regular, individual sessions with survivors to identify needs, set goals, make referrals and increase stability and safety.
- 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.

- Identify obstacles and risks to the survivor's safety and stability and work with survivor to overcome these obstacles and mitigate the risks
- Provide mobile or in-home advocacy and case management as appropriate.
- May assist with the provision of workshop activities for survivors participating in the Empowerment Center program or other SAVE programs.
- 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 Director of Programs for supervision regularly and as needed.

Secondary duties:

- Respond to crisis calls and walk-in survivors.
- Maintain up-to-date files and records of all services provided.
- Provide emergency transportation.
- 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 2 year's experience providing case management or similar service in a social service setting with a focus on assisting people who have experienced trauma.
- 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 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.
- Strong preference will be given to candidates who are bi-lingual in Spanish, Hindi, Punjabi, Farsi, Dari or another language frequently spoken by SAVE clients.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of the employees assigned to this job.

Applicants should be able to perform the essential functions of the job, with or without accommodation. Reasonable accommodation will be made so that qualified disabled applicants may participate in the application process. Please advise in writing of special needs at the time of application.

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 is free from discrimination, harassment, and retaliation.

Employment is contingent upon successfully completing a background investigation.

To apply, submit a resume and cover letter to kateh@save-dv.org

Position will remain open until filled.