



Employment Opportunity

Safe House 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, 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 where you can utilize your passion as an advocate to support those who are fleeing intimate partner violence and partner with them on their goals towards wellness and stabilization? As a part of the SAVE Safe House team you will work closely with individuals who share that same passion while growing your skills of how to support our community through a trauma informed, client-centered, and culturally responsive lens.

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.

Description of duties:

- Provide general case management services to adult clients, including advocacy, referrals, connection to resources, client assistance and crisis intervention services.
- Through a trauma informed lens, work with safe house clients to develop individualized housing 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 safe house staff to ensure continuity of services to address clients' needs.
- Communicate important incidents involving clients to the appropriate safe house staff.
- Provide ongoing support to safe house clients during their stay in the form of communication, mediation, and crisis intervention.
- Assist safe house 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.
- Serves as on-call Backup for safe house clients, single shifted overnight staff, and will respond on-site as necessary.

General Duties: (shared by all direct service staff)

- Provide crisis intervention in a caring, informative and non-judgmental manner.
- 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 safe house clients. Provide safe 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 safe house exits and follow up client support as needed.

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.

- **Must have completed or be willing to complete the state-mandated 40-hour intimate partner violence counselor training.**

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.

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 (heterosexuality and bisexuality), 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.

Employment is contingent upon successfully completing a background investigation.

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

The position will remain open until filled