



TESSA JOB DESCRIPTION

JOB TITLE: SAFEHOUSE Case Manager
REPORT TO: Safehouse Manager
TIME REQUIREMENT: 40 hours a week

SYNOPSIS: The person in this position is responsible for providing case management, advocacy, crisis intervention, and safety planning for residents in the Safehouse and callers on the Crisis/Help Line. Evenings plus, weekends, on-call and overnight shifts maybe required when needed. TESSA is an equal opportunity employer.

RESPONSIBILITIES:

CLIENT AND PROGRAM SERVICES

- Treat clients with respect, dignity, and empathy utilizing Trauma Informed Care best practices.
- Provide education, information and support to Safehouse residents (adults and children) through advocacy and empowerment-based case management services.
- Maintain confidentiality as directed by the client or by TESSA's mandatory reporting obligations.
- Work cooperatively with other agencies and individuals (e.g. Colorado Springs Police Department and El Paso County Sherriff's Office Advocates, District Attorney's Advocates, Department of Human Services staff) involved with the client to ensure comprehensive service delivery for clients.
- Provide crisis line services including crisis intervention, advocacy support, safety planning, and resource referrals.
- Provide intake interviews and assessments of victims requesting safe housing.
- Provide on-call/after-hours support (AHS) monthly, or as requested by supervisor.
- Develop and demonstrate knowledge and expertise regarding domestic violence and sexual assault.
- Facilitate support groups, life skills and informational classes, and Safehouse resident meetings, as required.
- Communicate necessary information in the Safehouse log and follow up as needed.
- Assist in developing and implementing new Safehouse procedures.
- Meet regularly with the Safehouse Manager to review assigned caseload and other meetings.
- Adhere to work schedule and be available to provide back-up coverage.
- Provide training, instruction, guidance and support to other staff, volunteers, and interns.
- Understand department objectives and how they relate to the goals of the agency.
- Provide coverage to other programs when needed, which may include, but is not limited to: attending court hearings, conducting victim outreach, providing court support, assisting with walk in clients, and responding to call-outs.
- Participate in general client and house maintenance such as cleaning rooms when clients leave the Safehouse, supplying of linen and personal items, and ensure maintenance of the facility as a sanitary and safe environment.

RECORD KEEPING

- Provide statistical information and reports on all assigned cases.
- Maintain accurate documentation on every contact with the client.



- Maintain client files and ensure that all appropriate documentation is represented in each file

CULTURAL INCLUSIVITY

- Prevent, identify, and remove discriminatory barriers in services provided.
- Recognize that we all hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with others.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, staff, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed policies and procedures.
- Deliver services in a manner that is respectful and sensitive to the client's cultural experience.

OTHER

- Commit to TESSA's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Provide assistance to Safehouse residents and in the management of their children's behavior when necessary.
- Understand, support, and implement organizational initiatives and strategic plans.
- Attend program, department, and agency staff and other relevant meetings and trainings as required.
- Other duties and projects as requested by supervisor or Chief Executive Officer.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and ability required for this position. Reasonable accommodations can be made to enable individuals with disabilities to perform these essential functions.

- Preferred Bachelor's Degree in social work or related field and/or two years relevant experience; experience working with victims of domestic violence or sexual assault.
- Able to work evenings and weekends, as well as occasional overnight shifts when needed.
- Must be willing to complete and able to pass background and child abuse and neglect history checks.
- Experience developing and conducting life skills or educational classes to adults and children is preferred.
- Excellent organization, communication (verbal and written), problem solving, listening, and interpersonal skills.
- Able to give attention to detail while being able to see the big picture.
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self care.
- Self-starter; comfortable working autonomously and in teams.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50lbs, intermittently.
- Valid driver's license and car insurance with reliable transportation.



TESSA is an equal opportunity employer
This position is open until filled with first review of applicants on 8/12/19