Resource Center of Somerset
Job Description

Position Title: 3:30pm-11:30pm Residential Case Manager/Advocate
Service Area: Adult
Reports to: Director of Residential Services

Job Summary:
Responsible for the provision of empowerment-based case management and psycho-educational based advocacy services to victims of domestic abuse and their families.

Major Responsibilities
1. Supervisory - none
2. Administrative
   - Maintains up-to-date client files and documentations
   - Inputs all activities and client demographic data into the agency database
   - Inputs all progress notes and other client related interactions into the agency data base and faxes appropriate materials to outreach staff members.
   - Bilingual (Spanish) staff participates in the bilingual back up rotation via agency issued cell phone and translates materials as needed.
   - Serves as a contributing staff member by supporting agency initiatives and participation in the implementation of the strategic agenda.
   - Supports the agency’s Mission, Vision, Values
   - Participates in Case Managers’ meetings
   - Attends all staff and program related meetings as required

3. Direct Service
   - Provides case management and psycho-educational based advocacy services to assigned clients. Case Management services include but are not limited to budgeting, parenting, referrals, employment and basic skills information
   - Provides advocacy services to assigned clients. Advocacy includes but is not limited to systems, financial, housing, employment and, social services.
   - Provides hotline and safehouse coverage as scheduled and needed.
   - Maintains familiarity with community resources
   - Coordinates and/or provides transportation for residential clients
   - Maintains location safety, security and confidentiality
   - Develops and updates, on a weekly basis, client centered case management plans to include all case management and advocacy efforts
   - Must have flexible schedule to meet the needs of assigned clients and 24 hour program coverage
   - Provides crisis intervention and advocacy to hotline callers
   - Assesses the callers’ needs and provides appropriate referrals
   - Screens callers for appropriateness of agency services and schedules as necessary.
   - Researches and develops new resources available for clients
   - Builds contacts and affiliations with outside social service agencies
   - Takes on independent projects to expand services available to clients (e.g., life skills workshops, resume writing, interview skills, etc.)

4. Community Education/Awareness
   - Participate in volunteer and community training as requested
   - Participate in community events and health fairs

5. Fund Development
• All staff members are expected to participate and assist in the implementation of agency fund raising events as requested.

6. Other duties as assigned by direct supervisor, Program Director or Executive Director

Skills and Educational requirements/preferences:
• Fluent in Spanish and English (demonstrated ability to read, write and speak)
• Bachelors Degrees in Social Work, Psychology or related field
• Sensitivity to issues of domestic violence victims; DVS preferred
• Prior residential case management experience preferred
• Strong crisis management and assessment skills
• Ability to interface effectively with internal and external contacts
• Highly motivated and able to work independently or with a team
• Strong organizational, interpersonal, analytical and communication skills
• Strong oral/written communication and time management skills
• Experience with computer applications (Word, Excel, Access, internet)
• Valid NJ Driver's License and reliable vehicle available for use during work hours
• Availability to work a flexible schedule in response to shelter and client needs which may include occasional overnight or weekend hours

Working Conditions:
a. Employees work in an office environment that is business casual. The environment is smoke free. Though attempts are made to assign individual office space, constraints or location set up may require office sharing.
b. All employees must complete the agency 40 hour training course prior to any client contact.
c. Staff may be required to work outside of their normally designated shift to include overnight shifts as well as weekends and holidays.
d. Staff is expected to drive between agency locations as well as other areas of the county. Valid driver’s license is required.
e. Clear a criminal history background check.

___________________________________  __________
Employee Signature                      Date

___________________________________  __________
Supervisor Signature                    Date