

## **Anew: Building Beyond Violence and Abuse Job Description**

<b>Title:</b> Bilingual Case Manager	<b>Department:</b> Counseling
<b>Type:</b> Full-Time	<b>Reports To:</b> Director of Counseling
<b>Classification:</b> Non-exempt	<b>Supervises:</b> N/A

### **Job Summary:**

The Bilingual Case Manager is a member of the Anew: Building Beyond Violence and Abuse Counseling program. Case Management is an integral part of the counseling program. The Case Manager is a navigator, an advocate, and a coordinator in assisting victims/survivors of domestic violence who contact the agency. This person must work collaboratively with the counseling team staff members as well as with all other Anew programs staff.

The Case Manager is responsible for providing support and guidance to clients seeking our domestic violence victim services in a variety of ways. The Case Manager is the first point of contact for individuals seeking services within the Counseling Program. Information is gathered and screenings completed to determine initial eligibility for an assessment. Safety planning and referrals to services and/or community resources are also provided. Additionally, the Case Manager provides domestic violence education to new clients and assists current counseling clients in improving overall financial literacy. The Case Manager facilitates financial empowerment and independence by providing support, guidance and skills building focused on education, employment, economics, housing, and immigration. They communicate with the client's counselor regarding the client's progress, coordinating services to assist the client in achieving their financial goals. The Case Manager also has administrative duties to ensure program efficiency, database maintenance, and functionality of daily operations of the counseling program.

The ideal candidate for this position is personable, has a positive attitude and has flexibility in meeting the demands of their role. They must have the ability to demonstrate empathetic, non-judgmental attitudes towards people impacted by domestic violence. They must be able to assess the immediate needs of potential clients, provide crisis intervention and have some knowledge about the financial barriers faced by victims/survivors of domestic violence. This individual should be resourceful, organized, and able to efficiently work independently to handle the multiple demands of this position. They are able to balance being supportive and holding participants accountable for the progress in the program. The Case Manager should also have strong problem-solving skills to manage the wide range of needs of this program.

### **Duties and Responsibilities**

- Comply with the Counseling Program Manual.
- Complete intake screening calls/paperwork for individuals seeking domestic violence counseling services and schedule client assessment appointments for counselors.
- Provide agency information, referrals, crisis intervention and safety planning to callers.
- Collaborates with all Anew programs to facilitate internal referrals and coordinated services to callers.
- Assist Office Manager with answering phones and doors.
- Facilitates domestic violence education classes to new clients.
- Consult with Counselors regarding case management referrals.

- Meet with case management clients regularly to assess progress towards goal achievement.
- Establish a service plan with each case management client that supports their financial empowerment goals regarding employment, budgeting, and housing.
- Provide financial education to clients utilizing financial education curriculum.
- Assist clients with applying for all appropriate state/federal benefits, childcare, medical insurance, crime victims' compensation, immigration processes and any other needed services.
- Advocate on behalf of clients and their children with health care systems, state funded programs, educational institutions, legal systems, housing needs, etc.
- Collaborate with Clients, Counselors, Program Supervisor and Director of Counseling to ensure client and program success.
- Have a working knowledge of immigration remedies/laws (VAWA, U-Visa)
- Maintain updated knowledge about the Illinois Domestic Violence Act, Crime Victims' Compensation, and other financial laws/resources to assist clients.
- Be knowledgeable on community resources, maintain and update community referral list to assist with linkage to wrap-around services.
- Input client information into an agency-maintained database.
- Assist with scheduling childcare staff for the counseling program.
- Provide back-up hotline advocacy and crisis intervention for walk-in clients as needed.
- Meet regularly with Director of Counseling for case review and professional development supervision.
- Assist with statistical reports, chart reviews and preparation for audits to ensure participant charts meet all eligibility and documentation requirements.
- Complete, submit and file required case documentation by established deadlines.
- Complete and submit weekly employment-related paperwork and monthly reports to the Program Supervisor as required.
- Assist with collection of donations, fundraising efforts, client activities, and special projects as needed.
- Participate in training as required by job responsibilities and funders through approval process.
- Participate in and represent Anew at various networking and outreach events and committee meetings as assigned.
- Attend required Counseling staff meetings.
- Attend Anew All-Staff meetings.
- Work with other Anew and Counseling staff to maintain open communication and develop a team approach.
- Other duties as assigned.

### **Qualifications**

- Bachelor's degree in Counseling, Social Work, related field, or equivalent work experience.
- Fluency in both spoken/written Spanish and English required.
- At least 1 year of case management experience required.
- Completed 40 Hour Domestic Violence Training preferred. Will be provided by Anew as needed.
- Obtain ICDVP Certification within one year and maintain certification with support provided by Anew.
- Knowledgeable about issues related to domestic violence dynamics and trauma informed practices.

- Previous experience in domestic violence, sexual assault, trafficking services or advocacy preferred.
- Excellent computer skills and knowledge. Proficiency in basic computer programs including Microsoft Word, Excel, and Windows-based databases.
- Knowledge of personal financial planning
- Excellent written and verbal communication skills and interpersonal skills.
- Detail-oriented with strong problem-solving skills.
- Strong critical thinking and crisis intervention skills.
- Strong organizational and time management skills.
- Ability to work and research information independently.
- Ability to work well as a team member and effectively communicate with others.
- Ability to handle sensitive information in a confidential manner required.
- Ability to demonstrate the values of Anew.
- Must be able to operate general office equipment.
- Must be able to stand/walk for periods of time and lift up to 25lbs.
- Must have reliable transportation, proof of insurance, and a valid driver's license.
- Some evenings hours are required; flexibility in scheduling a must.

### **Compensation and Benefits**

The hiring range for this position is \$18.90 – \$22.35/hour for 35 hours per week. A \$0.50 differential is included in this rate for Spanish speaking hires. Anew offers benefits including 14 paid holidays; 20 days of Paid Time Off (PTO) annually; medical, dental, vision and life insurance; short-term and long-term disability; and the ability to contribute to our 403(b) plan with 3% company match. This position is also eligible for Aflac benefits.

If you are interested in applying for this position, please email your cover letter and resume to [careers@anewdv.org](mailto:careers@anewdv.org).

Anew is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, veteran status, or any other category protected by law.

For more information about Anew: Building Beyond Violence and Abuse, please visit our website at [www.anewdv.org](http://www.anewdv.org).