

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

Title: Transitional Housing Case Manager	Department: Sanctuary Transitional Housing
Type: Full-Time	Reports To: Sanctuary Program Manager
Classification: Non-exempt	Supervises: N/A

Job Summary:

The Transitional Housing Case Manager is a member of the Anew: Building Beyond Violence and Abuse Transitional Housing program. Case Management towards ending homelessness is a collaborative community-based intervention that places the person at the center of a holistic model of support that builds independence and secures housing. The Case Manager is a navigator, an advocate, and a coordinator, who balances service provisions and systems navigation with short term and long-term strategies to break the cycle of homelessness in a sustainable way for individuals and families fleeing domestic violence.

The Case Manager is responsible for providing individualized support and resources to all participants in the domestic violence transitional housing program. This individual will establish a service plan with each participant's specific goals, primarily focused on sustainable employment, financial stability and obtaining permanent housing. During weekly meetings, the Case Manager will assess participant needs and review the goals established in the service plan. The Case Manager will be in consistent communication with Sanctuary staff regarding the progress, status and plans of each participant in the program.

The ideal candidate for this position is knowledgeable about the barriers faced by survivors of domestic violence experiencing homelessness. This individual is personable, has a positive attitude and flexibility in meeting the demands of their role. They are resourceful, organized, and able to efficiently work independently. 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 Sanctuary Program Manual.
- Advise referral sources and prospective participants on admission criteria and process.
- Monitor and coordinate with the Coordinated Entry team regarding pending referrals and acceptance of new participants.
- Collaborate with the Sanctuary Program Manager and staff to determine eligibility of prospective participants.
- In coordination with the Program Manager, complete all intake related tasks and documentation for prospective participants including HMIS data entry as required.
- Complete orientation paperwork and process with new participants at move-in.
- Establish a service plan with each participant that supports their goals regarding employment, finances, and permanent housing.
- Meet with participants weekly to assess progress in the program and towards goal achievement.
- Assist participants with applying for all appropriate state/federal benefits, childcare, medical insurance, school registration and any other needed services.

- Advocate on behalf of participants and their children with health care systems, state funded programs, educational institutions, legal systems, housing needs, etc.
- Collaborate with participants, Sanctuary staff, and Program Manager to ensure participant and program success.
- Maintain and update participant referral and intake list in database in a timely manner.
- Enforce program guidelines and initiate disciplinary action when needed.
- Schedule and facilitate monthly participant team meeting w/Program Manager.
- Monitor for upcoming vacancies in the program and plan for acceptance of new participants.
- Develop, facilitate, and provide ongoing assessment of Sanctuary class curricula under the direction of the Program Manager.
- Meet regularly with Program Manager for case review and professional development supervision.
- Ensure program data collection logs are up to date.
- Provide after-hours crisis intervention services per protocol.
- Follow up with program graduates at least once monthly for six months after their program exit.
- Comply with funding requirements, budget spending processes and related documentation as well as updating financial tracking spreadsheets as needed.
- Submit all financial requests and supporting documents to Program Manager per Anew's fiscal policy.
- Assist in 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 Manager as required.
- Assist with collection of donations, fundraising efforts and special projects as needed.
- Participate in trainings as required by job responsibilities and funders through approval process.
- Participate in and represent Anew at various networking events and committee meetings as assigned.
- Attend required Sanctuary staff meetings.
- Attend required Anew All-Staff meetings.
- Work with other Anew and Sanctuary staff to maintain open communication and develop a team approach.
- Other duties as assigned.

Qualifications

- Bachelor's degree in Social Work, related field or equivalent work experience.
- 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.
- Previous Residential Services experience preferred.
- Written/Verbal Bilingual English/Spanish preferred.
- Knowledgeable about issues related to homelessness, domestic violence dynamics and trauma informed practices.
- 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 and Saturday hours are required; flexibility in scheduling a must.

Compensation and Benefits

The hiring range for this position is \$18.40 – \$21.85/hour for 35 hours per week. A \$0.50 differential is provided 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 matching. 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.

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.