Job Description:
Shelter Case Manager

Job Summary:
The Shelter Case Manager is responsible for coordinating services and providing linkage and case management to victims of domestic violence residing in the emergency shelter.

Supervisory Relationship:
The Shelter Case Manager reports directly to the Shelter Coordinator.

Qualifications:
- Bachelor’s degree in Social Work, Human Service field preferred.
- One to two years’ experience in domestic violence or homeless issues.
- Ability to multi-task.
- Strong organization and communication skills.
- Ability to lift 40 pounds.
- Bilingual Spanish is a plus.

Primary Responsibilities:
1. Provide crisis intervention and stabilization.
2. Provide on-call services as needed.
3. Provide counseling and case management for shelter residents.
4. Link residents to appropriate community resources.
5. Teach clients basic life skills when necessary.
6. Coordinate with legal advocates for services needed (i.e. order of protection; legal and non legal assistance).
7. Facilitate group education and counseling.
8. Encourage and supervise residents to complete assigned shelter tasks.
9. Maintain professional boundaries with clients and coworkers in the shelter.
10. Educate residents on safety planning for themselves and their children.
11. Enforce residential agreements to ensure safe and efficient daily shelter operations.
12. Monitor cameras, exits, windows periodically for shelter safety.
13. Follow all guidelines outlined by supervisor and seek out supervisor or other staff for additional questions as they arise.
14. Recommend changes and improvements to shelter policies, procedures, and operations.
15. Complete all required paperwork daily.
16. Foster teamwork by addressing issues directly with peers and supervisor.
17. Prepare for and pass ICDVP certification exam within one year of hire and maintain state certification.
18. Participate as requested in:
   - staff meetings
   - shelter meetings
   - weekly supervision
19. Any other duties assigned by the Shelter Coordinator.

Staff signature: ________________________ Date: ____________
Supervisor signature: ________________________ Date: ____________

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