Job Title: **TBRA Care Coordinator**
Reports to: Executive Director
Status: Permanent Full-Time
FLSA: Exempt
Salary: $35,000
Hours: Monday through Fridays 8am-4:30 pm

**About the Organization:** The Family Safety Center is one location that effectively combines civil, criminal, health and social services for victims of Intimate Partner Violence. By locating the core services of ten of our thirty-one partner agencies in one place, Family Safety Center is more effectively able to serve the hurting families of Memphis and Shelby County who are caught up in the trauma of Intimate Partner Violence. We provide assistance to the victims by helping them navigate through the many services available to them. Ultimately, we strive to reduce incidents of Intimate Partner Violence and strengthen families in Memphis and Shelby County.

**Job Summary:** Evaluates housing clients' needs and assists them in accessing housing services in conjunction and collaboration with Family Safety Center and their partners. Develops, maintains, and monitors client care plans along with coordination and follow-up of support services within interdisciplinary team. Prepares and administers records, reports, and documents pertaining to each case.

**Responsibilities:**

**Assess clients’ needs for services and provides referral and follow-up.**

- Evaluates information for clients and their families, assuring that the delivery of service is client-centered and seamless.
- Identifies service needs and determines eligibility for housing options.
- Develops a social service care plan and provides monitoring and follow-up.
- Activates emergency and/or safety interventions when needed.
- Visits with clients at their homes.
- Schedule inspections between landlord and City inspector.
- Provide all needed documentation to funder and client.
- Serves as an advocate and liaison in assisting clients in obtaining housing and other services as needed.
- Provides assessments and services on-site at the Family Safety Center as well as at the safe housing locations within the community.
- Assist client’s issues after hours.
Provides consultation and case management.
- Develops individual housing plans and prepares, completes, and maintains client records.
- Assists with housing and monitors the clients progress throughout the program.
- Documents all contacts as required by regulations, policies, and procedures.
- Prepares reports and statistical data as required.
- Prepares and set attainable goals as set in the housing plans.
- Prepares monthly reports regarding measurements and progress.

Completes all administrative records pertaining to clients and caseload assignments.
- Establishes and maintains client records and complies with all requirements related to documentation of services rendered.
- Completes client's statistical documentation/reports by established deadlines.
- Prepares and submits proper summaries and reports to housing manager and professionals promptly and in accordance with confidentiality protocols.

Assists with and participates in professional development activities and client and community outreach.
- Serves as a member of the Coordinated Community Response inter-disciplinary team to give and exchange information and to develop best practices.
- Actively participates in all CCR meetings and trainings.
- Reviews organizational policies and protocols to promote coordination of services with CCR partners.
- Assists with the organization, preparation, and provision of professional development activities for the organization and other professionals.
- Promotes outreach for programs and activities to engage community interest and support of domestic violence programs.
- Evaluates clients for possible placement in housing within established guidelines.
- Enters and processes client information into HMIS and Social Solutions/Apricot database.

Performs other duties as assigned.

Skills and Abilities
- Knowledge of the practices, principles, and dynamics of domestic violence case management.
- Knowledge of the laws and services/programs relating to domestic violence services.
- Ability to communicate with a wide range of clients and families from different cultural backgrounds.
- Knowledge of community resources.
- Skill in writing clear and accurate correspondence, records housing plans, reports, and statistical...
data.
• Skill in interviewing and listening techniques.
• Ability to relate to domestic violence victims and respond to their needs.
• Demonstrated computer experience with word processing or varied software required.

Education and Experience
• Minimum undergraduate degree in social work or similar discipline from an accredited program.
• Experience working with domestic violence victims is required.
• Previous work experience with vulnerable and/or traumatized populations is preferred.
• Knowledge of trauma-informed, strength based, victim centered approaches preferred.

To Apply
• Candidates please email resume directly to: sshaw@familysafetycenter.org