Position: Case Manager

Bilingual: English and Spanish or English and Cantonese Required

Classification: Non-Exempt

Work Schedule: Full Time, 40-hours per week, will include day, evening, night, weekend and/or holiday hours

Agency Overview: La Casa de las Madres (La Casa) is a nonprofit provider of service for battered women and their children. Founded in 1976, La Casa is San Francisco’s oldest domestic violence program, providing comprehensive supportive services through an Emergency Shelter, 2-24 hour hotlines, non-residential Community Programs, and Community Education and Outreach Programs serving women, teens and children survivors of domestic violence each year.

Our Mission: La Casa de las Madres’ mission is to respond to calls for help from domestic violence victims, of all ages, 24 hours a day, and 365 days a year. We give survivors the tools to transform their lives. We seek to prevent future violence by educating the community and by redefining public perceptions about domestic violence.

Position Summary: Case managers work throughout La Casa’s shelter and community-based programs, therefore employee placement will be determined based upon the needs of the agency. Under the direct supervision of the Community Programs Manager or designee the Case Manager will provide support to victims and their children, consisting of emotional and logistical support needed to overcome the challenges of domestic/intimate partner violence, sexual assault and stalking as well as addressing the potential co-occurrence of chronic homelessness, substance abuse, physical disabilities, and mental illness with an emphasis on providing intensive case management.

Essential Functions and Responsibilities:
- Through effective case management provide for comprehensive intakes and assessments that will result in individual service plans;
- work collaboratively with victim advocates to insure a sensitive response to victims and their children who may be in crisis and/or seeking our support;
- collaborate with on-site consultants/clinicians to provide comprehensive services to high risk clients;
- empower survivors by coordinating linkages and working collaboratively with community-based organizations to ensure accessibility and greater options for clients and their families;
- maintain for safekeeping, client files in compliance with grant and/or contract guidelines;
- comply with program data collection and reporting in accordance with grant requirements;
- participate in regularly scheduled staff, case management, supervision meetings; and
- maintain a clean work space including but not limited to cleaning after yourself after all activities such as client interviews, usage of shelter facilities, kitchen/s, break rooms and restrooms.
- other duties, site specific, identified.

Minimum Skills and Qualifications:
- BA/BS in Behavioral Sciences and then a minimum of two (2) years verifiable case management experience in relevant field.
- Or GED/High School diploma or 2 year degree with 3 to 5 years verifiable case management experience in relevant field.
- Significant experience in domestic violence, mental health, substance abuse, homelessness and physical illnesses.
- Strong working knowledge of community resources in San Francisco area.
- Knowledge of counseling techniques, peer counseling models, crisis intervention, and group facilitation.
- Understanding of confidentiality and privilege laws.
• Ability to handle multiple responsibilities, effective problem-solving and mediation skills, and commitment to team and community building.
• Ability to work independently and as part of a multi-site team.
• Strong written and verbal communication skills as well as computer literate.
• **Bilingual required:** English and Spanish or English and Cantonese - direct experience working with culturally diverse populations.
• Must be reliable & consistent with attendance & punctuality to work.
• Must be able to fulfill physical requirements of the job (lifting, pulling, pushing, carrying, walking up & down stairs multiple times per day, etc.);
• Verifiable completion of state mandated 40 hour domestic violence counselor training or will complete the next scheduled agency 40 hour domestic violence counselor training, including working one overnight shift at La Casa’s emergency shelter;
• Clearance through DOJ Livescan fingerprinting required, La Casa de las Madres will consider applicants, including those with criminal histories, in a manner consistent with San Francisco’s Fair Chance Ordinance; and
• Valid California Driver’s License, clean driving record and insurable under agency policy.

**Required Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in executing the essential functions of this position.

• Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
• Interpersonal skills – maintain confidentiality, remain open to others’ ideas and exhibit a willingness to try new approaches.
• Managing Up - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
• Oral communications – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and ability to conduct meetings.
• Written communications – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
• Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
• Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
• Adaptability – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
• Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
• Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

**Compensation & Other Information:** $23.41 to $25.45 per hour-DOE. The Case Manager position is a full-time (40 hours per week), that will require working day, evening, night, weekend, and holiday hours. Formerly battered women encouraged to apply.

**Excellent benefit package includes:** Option between two Kaiser/HSA health plans, vision, PPO dental, life insurance, long term disability, employee assistance program, employee funded 403(b) retirement plan with employer match option, 12 paid holidays, 2 additional paid days off for employee’s birthday and work anniversary, and generous vacation plan (1.0 FTE tiered: 2.4 weeks in first year- up to 4.8 weeks at 4 years of service).

**To Apply:** Send resume with cover letter in PDF format to: hr@lacasa.org, or mail your cover letter and resume to: La Casa de las Madres - CM, 1663 Mission Street, Suite 225, San Francisco, CA 94103

*La Casa de las Madres is an Equal Opportunity Employer-EEO Policy available upon request*