POSITION: Case Manager

CLASSIFICATION: Non-Exempt

WORK SCHEDULE: 40 hours per week (Tuesday thru Saturday, 7:30 AM to 4:00 PM) - FIRM

BILINGUAL: English/Spanish

Worksite: On-site at La Casa de las Madres’ confidentially located Emergency Shelter. Adherence to COVID-19 preventative policies will apply, including COVID-19 Mandatory Vaccine Policy.

Agency Overview: La Casa de las Madres (La Casa) is a nonprofit provider of services for battered women and their children. Founded in 1976, La Casa is San Francisco’s oldest domestic violence program, providing comprehensive support 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 Description: Case managers work throughout La Casa’s shelter and community-based programs; therefore, employee placement will be determined based on the needs of the agency. Under the direct supervision of the Shelter Program 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/care plans;
- work collaboratively with victim advocates to ensure 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, and supervision meetings;
- assist with day-to-day operations, including maintaining/contributing to the cleanliness of shelter and/or workspace, phone coverage, site supervision, crisis intervention, and conflict resolution;
- share in shelter management duties: maintain donations, clean/set-up rooms, meal provision, trash/recycling, laundry, basic maintenance, etc.; and
- other duties, site-specific, identified.

Minimum Skills and Qualifications:
- BA/BS in Behavioral Sciences plus a minimum of two (2) years verifiable case management experience in domestic violence-related work, or equivalent school/work/life experience.
- Or GED/High School diploma or 2-year degree in Behavioral Sciences plus 3 to 5 years of verifiable case management experience in domestic violence-related work, or equivalent school/work/life experience.
- Significant experience in domestic violence, mental health, substance abuse, homelessness, and physical illnesses.
• Strong working knowledge of community resources in the 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 (English/Spanish) required - 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;
• clearance through DOJ Live scan fingerprinting is 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:** up to $30 per hour- DOE. The Case Manager position is a full-time (40 hours per week), that will require working: evenings, nights, weekends, and/or holidays. Formerly battered women are encouraged to apply.

**Benefits:** Excellent benefits package includes Kaiser/HSA health plan, dental, life insurance, long-term disability, employee assistance program, employee funded 403 (b) retirement plan with employer match option, and generous vacation and holiday plan.

**To Apply:** Send your resume in PDF format with a cover letter to: hr@lacasa.org, or mail your cover letter and resume to: La Casa de las Madres - CM, 1269 Howard Street, San Francisco, CA 94103.

**La Casa de las Madres is an Equal Opportunity Employer:** We cultivate a culture of inclusion for all employees that respects their strengths, views, and experiences. We believe that our differences enable us to be a better team. EEO Policy is available upon request. Formerly battered women are encouraged to apply.