



Job Title: Case Manager	Job Code:	
Department: Domestic Violence	Reports To: Assistant Director	
Program:	Code:	FLSA: Non-Exempt UNION: Union
FTE: 35 Hours Per Week	Starting salary: 45,000-48,000	
Employee Name:	Employee ID:	
Emp. Signature:	Vacation: 3 Weeks Per Year	
HR Approval:	Revised:	

PURPOSE:

The Jewish Board's Youth and Family Division is committed to supporting survivors of domestic violence and their families through a trauma-informed, non-judgmental approach. Our dedicated staff work collaboratively with clients to develop and achieve individualized recovery goals, stabilize family dynamics, build independent living skills, and plan for a safe and secure future. Our work is grounded in the belief that access to safe, stable housing is fundamental to healing and long-term well-being. We operate through a culturally competent, anti-racist lens that honors the dignity, resilience, and unique experiences of each individual and family we serve.

POSITION OVERVIEW:

The Domestic Violence Case Manager provides trauma-informed, client-centered support to survivors of domestic violence and their families, including adolescents and children. This role involves comprehensive case management, safety planning, crisis intervention, counseling, and coordination of services to promote safety, healing, and long-term stability. The Case Manager works collaboratively with the interdisciplinary team and external partners to ensure survivors receive holistic, culturally competent care.

KEY ESSENTIAL FUNCTIONS (List the functions that are essential to achieve the goals):

- Manage a caseload of families impacted by domestic violence, providing services in alignment with agency mission and program regulations.
- Conduct comprehensive assessments, including hotline screenings, intake evaluations, risk and safety assessments, family assessments, psychosocial and discharge planning.
- Evaluate client functioning and develop individualized service plans that address safety, housing, legal, mental health, and other critical needs.
- Provide trauma-informed individual and family counseling, as well as facilitate support groups focused on empowerment, healing, and resilience.
- Develop and implement personalized safety plans in collaboration with clients, ensuring plans are responsive to evolving risks and needs.
- Advocate on behalf of clients with service providers, legal systems, housing authorities, and other institutions to ensure access to necessary supports.
- Coordinate referrals to community-based services, including legal advocacy, immigration support, mental health and substance use treatment, medical care, and educational resources.
- Collaborate with the Entitlement Specialist to assist clients in accessing public benefits and permanent housing options.
- Conduct home visits to assess family adjustment, monitor safety, and provide ongoing support and intervention.

- Accompany clients to appointments as needed at HRA, Family Court, mental health services, and other agencies, offering emotional support and advocacy.
- Participate in weekly case conferences, clinical team meetings, and debriefings; present client cases and contribute to service planning.
- Provide crisis intervention and participate in a rotating schedule to conduct nightly curfew safety calls to ensure the well-being of all household members.
- Interpret and explain agency policies and procedures to clients in a clear and supportive manner.
- Maintain accurate, timely documentation of all client interactions, assessments, service plans, and outcomes in accordance with program standards.
- Assist in audit preparation and ensure compliance with all regulatory and reporting requirements.
- Participate in community outreach and domestic violence awareness initiatives.
- Perform other duties as assigned to support program operations and client success.

TEAM PROCESS:

- Participate in all phases of client care, including intake, assessment, discharge planning, weekly case conferences, and follow-up meetings.
- Attend regular staff meetings and professional development trainings; may be required to travel to off-site locations for meetings and training sessions.
- Contribute to the planning and execution of special events, including holiday celebrations and community engagement activities that support survivor well-being.

DOCUMENTATION:

- Complete and file incident reports promptly and in accordance with agency protocols and safety procedures.
- Maintain accurate, timely, and comprehensive documentation of all client interactions, including progress notes, service plans, assessments, and psychosocial evaluations.
- Facilitate roommate meetings when appropriate to support conflict resolution and promote a safe, respectful living environment.

CORE COMPETENCIES for the position include:

- Strong client engagement and trauma-informed assessment skills, particularly with survivors of domestic violence.
- Excellent verbal and written communication abilities.
- High attention to detail and strong organizational skills.
- Ability to work both independently and collaboratively within a multidisciplinary team.
- Demonstrated cultural competence and sensitivity to the needs of diverse populations.
- Willingness to work with families affected by domestic violence, including those with co-occurring mental health and substance use challenges.
- Compassion, patience, and respect for individuals navigating the complex process of healing and recovery.
- Ability to maintain professional boundaries and manage emotionally intense situations with empathy and resilience.

EDUCATIONAL / TRAINING REQUIRED (List all that is required to achieve this position):

- Bachelor's degree in Social Work (BSW) or a related human services field required.
- Minimum of one (1) year of experience working with survivors of domestic violence or in a related trauma-informed setting.
- Additional experience with similar populations is strongly preferred.

COMPUTER SKILLS REQUIRED (List the computer skills needed):

- Proficiency in Microsoft Windows and related software applications.
- Ability and willingness to learn new systems and application software relevant to case management and documentation.

VISUAL AND MANUAL DEXTERITY:

- Ability to engage in physical activities with clients as appropriate.
- Capacity to read and interpret both paper and electronic documents.
- Proficiency in data entry and use of various computer systems.

WORK ENVIRONMENT / PHYSICAL EFFORT

- Ability to travel within the community to accompany clients to appointments and provide in-home support.
- Willingness to visit clients in scattered-site housing locations.
- Travel to headquarters and other community-based locations as needed.
- Attend coalition meetings and participate in community outreach efforts related to domestic violence awareness and advocacy.

By my signature, I understand and accept the responsibilities of the position for which I have accepted employment.

Employee Signature: _____ **Date:** _____ **HR Initial:** _____

HOW TO APPLY

Send Email to: Gabrielle Hassan, LCSW (she/her/hers)

Assistant Program Director

ghassan@jbfcs.org