JOB DESCRIPTION

Job Title: In-House Case Manager **Effective Date: _____**

Department: Case Management **Schedule: _____**

Supervisor: Shelter Operations Director **FLSA Classification: Hourly, Non-Exempt**

ABOUT HARMONY HOUSE

Harmony House provides shelter, advocacy, and education to domestic violence survivors. In addition to our emergency shelter, prevention education, and outreach programs, Harmony House partners with the Springfield and Republic Police Departments and the Greene County Family Justice Center to support domestic violence victims as early as possible in multiple locations. We believe robust, wrap-around support services have the most impact on victims long-term, helping them to break the cycle of domestic violence for themselves and their families.

JOB SUMMARY:

In-house Case Managers generally provide services specifically to single adult residents, parents without children at intake and with no plan for reunification, and pregnant parents before 20 weeks gestation. Family Case Managers generally provide services specifically to parents with children at intake into shelter, parents without children at intake but who are working toward reunification, and pregnant parents at 20 weeks or further gestation. Case managers may provide case management services to either individuals or families depending on shelter population at any given time.

DUTIES/RESPONSIBILITIES:

- Assessing clients' initial needs and developing action plans to meet goals as identified by the client through the duration of their residency.
- Ensuring clients' progress needs are met by making appropriate referrals and assisting clients in connecting with other agencies for resources and services.
- Informing clients of all services offered through Harmony House and encouraging clients to participate in shelter activities and education services provided onsite.
- Providing appropriate and culturally-sensitive crisis intervention services.
- Educating clients about domestic violence, coping skills, and independent living skills as needs arise
- Following guidelines for service provision as laid out in the Harmony House Employee, Shelter Policy, and In-House Case Management Manuals.
- Ensuring proper documentation of all data in the HMIS-comparable database and paperwork in client's permanent file within 72 hours of any interaction.

- Ensuring that confidentiality and safety are maintained at all times.
- Developing / maintaining relationships with partner agencies
- Collaborating with entire direct service team
- Cross training with other departments as needed
- Working with single/individual clients as well as families depending on shelter population
- Transporting clients / residents to outside agencies as needed
- Completing a minimum of 40 hours of training in the areas of domestic violence & confidentiality as well as training within relevant job related areas during the first year of employment and 6 hours of training per year thereafter.
- All other duties as assigned.

REQUIRED SKILLS AND ABILITIES:

1. Ability to accurately type data on a computer.
2. Ability to effectively communicate information to residents and staff.
3. Must be highly organized and detail oriented.
4. Ability to exercise discretion for maintaining confidentiality of staff and resident's information.
5. Ability to maintain meticulous records for grant audit reviews, and ensure compliance with grant compliance.
6. Ability to use a copy machine to duplicate information for grant records and client files.
7. Must be able to multi-task, prioritize and work independently as well as part of a team.
8. Positive attitude and ability to be flexible.

EDUCATION AND EXPERIENCE:

- Previous experience working in case management preferred.
- Bachelor's Degree in Human Services, Social Work, Criminal Justice, Psychology, Sociology, or other related field preferred.
- Previous experience working with survivors of domestic violence or abuse preferred.

SUPERVISORY RESPONSIBILITIES:

- None

PHYSICAL REQUIREMENTS:

- Performs bending, squatting, sorting, kneeling, and reaching to ground level and overhead as required for tasks as retrieving files.
- Ability to lift, grasp, carry, push, or pull up to 15 pounds.
- Ability to climb stairs while carrying objects up to 10 pounds in weight.
- Must be able to hold and grip objects.
- May be subject to sitting for long periods of time.

- Visual ability sufficient to operate a computer.
- Hearing ability sufficient to communicate in person and by telephone.
- Regularly required to sit, stand, and use hands/fingers/arms to perform repetitive movements.
- Specific vision abilities include close vision, distance vision, color vision, hand eye coordination and ability to focus.
- Must be able to constantly move safely inside and outside of the building.
- Ability to communicate and exchange accurate information / ideas and respond quickly to sounds.

PERSONALITY CHARACTERISTICS:

- **Conscientious:** carefully and thoroughly does their job, being very particular. Does not neglect any aspect of their job or do things carelessly. Takes pride in work.
- **Initiative:** self-motivated. Begins actions without having to be told to do so.
- **Organized:** arranges environment in a systematic manner to achieve objectives.
- **Stress Handler:** able to handle mental tensions, pressures, urgencies and important situations. Able to handle more than one important and urgent thing at a time.
- **Verbal/Nonverbal Communication:** expresses self in a positive manner and interchanges thoughts, information and feelings orally. Is considerate, courteous, respective, and well-mannered.
- **Agreeableness:** has a great deal of interest in other people, feels empathy and concern for other people, enjoys helping and contributing to the happiness of other people, assists others who are in need of help.

OTHER:

1. MUST have a current / valid driver's license and current / valid motor vehicle liability insurance. Harmony House does NOT provide insurance coverage for the employee's liability while using personal autos on agency business.
2. MUST pass criminal background checks including fingerprints.
3. MUST pass a 5 panel drug test which includes marijuana.

ACKNOWLEDGEMENT: I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as described. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of the department or organization and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR.

Printed Name: _____

Employee Signature:_____

Date:_____