



POSITION ANNOUNCEMENT

Advocacy Case Manager

Vera House, Inc. is a human service agency providing comprehensive domestic and sexual violence prevention and intervention services.

This position will provide case management services for victims of domestic violence and sexual assault and other crimes.

RESPONSIBILITIES

- Serve as a liaison and build positive working relationships with community members and partnering agencies
- Oversee the coordination of care for victims with complex needs and offer a comprehensive response to identified needs
- Coordinate with the Vocational Rehabilitation Unit and respond to requests for assistance
- Serve as a point of contact for the New York State Civil Legal Network for victims/clients
- Provide crisis intervention, local service delivery systems advocacy, and short term counseling and support to individuals and families experiencing domestic violence, sexual assault or other violent crimes including, emotional support to victims and their families, face to face and telephone crisis intervention at the request of the victims and referral sources
- Maintain database consistent with Vera House practices
- Respond to the crisis line, on-site crisis response to hospitals and law enforcement agencies and afterhours on-call responsibilities related to case managers caseload
- Assist victims/clients in identifying, understanding and prioritizing problems and in obtaining information on available resources as well as assist in seeking help from intervention systems, including criminal justice, legal, medical counseling and income programs at various community partner locations
- Maintain a case load of 5 - 10 cases per month
- Adhere to all Vera House policies, procedures and safety protocols
- Educate victims and family members about the dynamics and impact of sexual assault and physical trauma
- Facilitate groups for those affected by domestic violence or sexual assault and provide group support
- Ensure that all services are maintained in accordance with the Agency's mission and goals
- Manage difficult and/or emotional situations and respond promptly to client needs
- Ensure a warm and welcoming environment to all visitors
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity and inclusion



QUALIFICATIONS:

- Bachelor's degree in human services or related field preferred.
- Thorough knowledge of domestic and sexual violence including elder abuse
- Ability to work effectively in a crisis situation with diverse individuals
- Good interpersonal, oral and written communication skills
- Proficient with Microsoft Office Suite
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault or other violent trauma
- Prompt response to crisis as well as thorough and consistent follow up with victims/clients and delivery systems
- Ability to work with as well as maintain positive working relationships with community partners
- Ability to provide trauma informed service and strong knowledge of crisis intervention techniques
- Ability to work in partnership with diverse individuals
- Ability to work independently
- Ability to adapt to demanding situations and work well under pressure
- Strong training and facilitation skills
- Appreciation and respect for other cultures and people of diverse backgrounds
- Knowledge of community service delivery systems, in particular thorough knowledge of the criminal and civil justice systems
- Experience in a related field preferred.

Salary range: \$42,000 - \$48,000 per year

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer. Position is open until filled.

Interested candidates should submit a resume and cover letter to:

**Hiring Manager
Vera House, Inc.
723 James Street
Syracuse, NY 13203
E-mail: jobs@verahouse.org
NO PHONE CALLS PLEASE**