



POSITION ANNOUNCEMENT

Abuse in Later Life Case Manager

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

The primary function of the Abuse in Later Life Case Managers is to provide case management services for older adults experiencing elder abuse, neglect and exploitation including scams; intimate partner or dating violence; stalking; sexual assault and peer-to-peer aggression. In addition, this position will provide education to residents of buildings where outstationed about abuse in later life, scams and local resources, and will assist the eCORE (Expanding Community-Based Options to Respond to Elder Abuse) Project Coordinator/Prevention Educator in other grant related duties, as assigned.

Responsibilities:

- Serve as a liaison and build positive working relationships with Christopher Community residents, community members and partnering agencies.
- Oversee the coordination of care for victims with complex needs and offer a comprehensive response to identified needs
- Educate older adults about the dynamics and impact of abuse in later life.
- Collect, analyze and report program outputs and outcome data to funding sources.
- 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 manages 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 20 - 25 cases per month
- Adhere to all Vera House policies, procedures and safety protocols
- Facilitate groups for those affected by abuse in later life 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.
- Knowledge of community service delivery systems, in particular thorough knowledge of the criminal and civil justice systems and services for older adults
- Thorough knowledge of elder abuse, domestic violence and sexual assault
- 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 elder abuse, 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

Salary Range:

- \$39,000 - \$42,000 per year

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

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**