POSITION ANNOUNCEMENT
CASE MANAGER (FULL-TIME)

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

This position will handle the day to day shelter services for the victims of domestic violence and sexual assault by providing case management, crisis intervention, conflict resolution and supportive services at the Agency's main shelter

RESPONSIBILITIES:

- Serve as a liaison and build positive working relationships with community partners and partnering agencies
- Provide crisis intervention, local service delivery systems advocacy, and short term counseling and support to individuals and families experiencing domestic violence, sexual assault and other violent trauma as well as provide face to face and telephone crisis intervention, advocacy and information/referrals at the request of the victims or referral sources
- Maintain database consistent with Vera House practice
- Respond to the 24 hour crisis line
- 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
- Assist victims/clients in identifying, understanding and prioritizing problems and in obtaining information on available resources and assist in seeking help from intervention systems, including criminal justice, legal, medical counseling and income programs at various community partner locations
- Ensure that all services are maintained in accordance with the Agency's mission and goals
- Provide emotional support for the short term and immediate needs of shelter residents and their families
- Facilitate groups for those affected by domestic violence or sexual assault and provide group support
- Provide face-to-face and telephone crisis intervention at the request of victims or referral sources
- Ensure a warm and welcoming environment to all visitors
- Work closely with staff to obtain feedback and input from clients as well as ensure adequate services for clients in the program
- Manage difficult and/or emotional client situations and respond promptly to client needs

QUALIFICATIONS:

- Bachelor's degree in social work or related field preferred

- Thorough knowledge of domestic and sexual violence including elder abuse
- Ability to work in a crisis oriented setting and knowledge of crisis intervention techniques
- Good interpersonal, oral communication and written skills
- Proficient with Microsoft Office Suite
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault or other violent trauma
- Knowledge of community based service delivery systems, in particular thorough knowledge of the criminal and civil justice systems
- Prompt response to crisis as well as thorough and consistent follow up victims/clients and delivery systems
- Ability to provide trauma informed services and strong knowledge of crisis intervention techniques
- Ability to work with as well as maintain a positive relationship with community partners
- Ability to multi task
- 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
- Two years' experience in a counseling and/or residential setting preferred

Ancillary Duties

As an integral member of the organization, this position is responsible to provide related assistance wherever necessary to help the Agency achieve its goals and embrace and promote the Vera House mission.

Salary Range: $32,000-$35,000 annually. Competitive salary and fringe benefits.

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 to:

Hiring Manager
Vera House, Inc.
723 James Street
Syracuse, NY 13203
E-mail: jobs@verahouse.org