

Vera House North Senior Care Manager

Vera House, Inc. is a human service agency that provides unconditional care for individuals and families through comprehensive domestic and sexual violence prevention and intervention services. We believe in collectively serving members of the community and creating an environment of accountability for our services. We strive to provide our employees with flexible schedules, when possible, a level of autonomy to complete their work, and a culture of belonging. We strive to interrupt the norms that cause harm and perpetuate oppression.

This position will provide case management services for all residents residing at the Vera House North emergency shelter facility for the survivors/victims of domestic violence, sexual assault, or other violent trauma.

RESPONSIBILITIES

- Oversee the coordination of care for survivors/victims with complex needs and offer a comprehensive response to identified needs.
- Serve as a liaison and build positive working relationships with community members and partnering agencies.
- Provide crisis intervention, local service delivery systems advocacy, and short-term counseling, case management and support to individuals and families.
- Maintain database consistent with Vera House practices.
- Adhere to all Vera House policies, procedures, and safety protocols.
- Educate victims and family members about the dynamics and impact of elder abuse, domestic and sexual violence.
- Communicate resident needs and concerns to the appropriate shelter staff and/or community partners (with the resident's consent) regarding the goals and plans for residents.
- Ensure a safe, comfortable, and welcoming environment to all shelter residents and visitors.
- Orient new employees and volunteers to the shelter procedures and routines.
- Manage difficult and/or emotional client situations and respond promptly to client needs.
- Oversee purchases for Shelter along with maintaining supply inventory as needed at the North location.
- Ensure that all services are maintained in accordance with the Agency's mission and goals.
- 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

- Ability to work effectively in a crisis-oriented setting with diverse individuals
- Proficient with Microsoft Office Suite.
- Associates degree in human services preferred.

Salary - \$38,000 - \$42,500 per year

Bilingual/multicultural 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**

NO PHONE CALLS PLEASE