



There's No Excuse for Abuse

Domestic Violence Shelter Case Manager Job Description

The mission of Alternative House is to facilitate the creation of a society in which violence and oppression will no longer exist. As a means to this end, we offer access to shelter, support, children's programming, legal, housing, and community advocacy for all victims of domestic violence (and their children) who seek our help. We are committed to the empowerment of all victims toward self-sufficiency. We do not discriminate against any race, class, culture, age group or sexual orientation. In addition, we provide community education and support to reform societal attitudes that permit violence and oppression against anyone.

Position Title: Domestic Violence Case Manager

Compensation: \$19 – \$22 per hour, DOE

Status: Full-time, salaried, entitled to the agency's full benefits package

Reports to: Shelter Coordinator

Position Summary: The Domestic Violence Case Manager works to end domestic violence and homelessness by providing Case Management services at Alternative House's emergency shelter. This position is responsible for providing weekly meetings with each client to further the progress of their case plan and ensuring that their stay at Alternative House is a successful one.

Essential Functions:

- Assist program participants with navigating needed resources.
- Educate program participants on the dynamics of domestic violence, dating violence, stalking and harassment.
- Provide crisis line, and office coverage during all shifts.
- Assess immediate crisis needs of program participants and address appropriately.
- Provide strong case plans for each client based on agreed goals, with a clear understanding of what success will look like for each client.
- Develop engaging methods of delivery for Domestic Violence victims, while understanding the sensitivity and trauma informed approach necessary in serving people who have experienced Domestic Violence and their children.
- Remain current on Domestic Violence best practices and the resources available for residents, make sure to keep clients well informed.
- Support the daily operations of the emergency shelter
- Assist in potential residential client assessments and intakes, as well as assist with introducing clients to the program and house rules
- Attending regular staff meetings and weekly house meetings for shelter residents.

SKILLS:

- Demonstrated knowledge of domestic violence dynamics and effects, public awareness, and crisis intervention services.
- Clear and calm judgment centered on survivors, discretion, and competency for strategic and diplomatic collaboration.
- Knowledge of practices and principles of empowerment and ability to maintain ethical boundaries with program participants.
- Ability to demonstrate a high level of compassion, confidentiality and understanding for program participants.
- Excellent organizational skills, with attention to detail, and be able to maintain accurate records.
- Ability to exercise sound judgment and discretion, manage multiple tasks, and establish priorities in a rapidly changing and fast-paced environment.
- Ability to set goals and create timelines for implementation; must be able work independently.

PREFERRED QUALIFICATIONS:

- Appropriate degree, and/or two years of relevant work experience or equivalent qualifications
- 25-hour domestic violence training certification or equivalent/willing to obtain
- Experience working with vulnerable and marginalized populations.
- Experience of using conflict management skills
- Fluency in a Spanish preferred
- Interest in working as part of a multicultural team and with diverse populations.

Alternative House is an Affirmative Action /Equal Opportunity Employer which hires without regard to race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other characteristic prohibited by federal and state law.