



Glendale & Pasadena

Job Title	Case Manager	Department	Domestic Violence Program
FLSA Status	Hourly	Reports to	DV Services Manager
Classification	Full-time	Revision date	04/2022
Schedule	Monday – Friday	Hours	9AM – 6PM
Pay	\$19.23 - \$21.07	Benefits Eligibility	Yes

**YWCA Glendale and Pasadena is an essential services provider and is temporarily providing services remotely with partial days in office as assigned by the supervisor.*

About Us

YWCA Glendale and Pasadena is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all. YWCA Glendale and Pasadena’s purpose is to ensure the health, safety and economic empowerment of women, children, and families and to strengthen communities to prevent and break the cycle of domestic violence. We provide resources and support to survivors of domestic violence and their children and through our education and prevention efforts we empower women, girls and families to build healthy relationships, achieve self-sufficiency, and live free from all forms of oppression. Our programs include a 24/7 Crisis Hotline, a 16-bed Domestic Violence Emergency Shelter, a Domestic Violence Community Services Center that provides case management, legal services, adult and child counseling, trauma informed childcare, and housing navigation support, a Violence Prevention Education and Outreach Program, a Girls Empowerment Program that offers after school programming, summer camp and STEAM education workshops and mentorship, and racial justice training and advocacy in collaboration with the Coalition for an Anti-Racist Glendale and other social justice organizations.

Position Summary

The Case Manager provides trauma-informed supportive services for clients participating in our Domestic Violence Service Center (DVSC), with a primary focus on ensuring safety, stability, crisis intervention and advocacy for adult and children victims of domestic violence.

This position is responsible for ensuring that a full array of support and counseling services, which includes connecting participants with our housing program, legal program, or counseling and being the peer counselor and emotional support, are provided and coordinates with other Case Managers to ensure the internal coordination of service provision. Additionally, it includes connecting them with services outside of our agency, i.e substance abuse, mental health services, job search services, Childcare services or DPSS services.

The position includes access to information of a confidential nature. Strict adherence to agency procedures and protocols is required.

Essential Tasks

These are core functions of the job. **Additional duties may be assigned as needed.**

- Coordinates with staff of the Department of Public Social Services (DPSS) and GAIN related agencies to provide a continuum of domestic violence support services for clients under the CalWORKS program, ESG/CSGB program and other contract objectives.
- Advocates with the staff of Department of Children and Family Services (DCFS) and other social services agencies, law enforcement, hospital, community court and legal services, and others to provide a continuum of care for clients.
- Provides crisis intervention, intakes, assessments, advocacy, case management and counseling services to victims of domestic violence at the Domestic Violence Service Center.
- Provides individual, group counseling, and domestic violence education groups to victims of domestic violence at the DVSC.
- Maintains accurate case files in accordance with legal and contract requirements as well as appropriate documentation for victims of domestic violence and their children.
- Ensures that the needs of monolingual clients are met; assists with translation of written documentation as needed by victims of domestic violence and their children.
- Attends and represents the program at local domestic violence coalitions and task force meetings as requested by the DV Services Manager.
- Participates in research and evaluation activities, program development, and promotion of outreach services, as requested.
- Obtains and documents accurate statistics for reports as required by contracts and senior management.
- Engages in survivor-driven advocacy and assists clients in developing individual comprehensive case plans that address the core issues of domestic violence survivors and the unique goals of each client.
- Monitors and supports progress, and adjusts plans as needed, through regular case management and coaching sessions with client.
- Attends staff and DV Program/shelter meetings as well as trainings as scheduled by the DV Services Manager.
- Performs all related duties as assigned or as circumstances dictate for special needs of domestic violence victims and their children, the Domestic Violence Program and organizational events.

Desired Knowledge

- Understand and utilize principles of trauma informed care and the empowerment philosophy of advocacy.
- Work under conditions requiring flexibility and team member response to crisis.
- Knowledge of the dynamics of domestic violence or family violence preferred.
- Experience working with communities of color and people from different cultures than your own.
- Demonstrate good oral and written communication skills.
- Ability and willingness to work independently and as a part of a team.

- Excellent computer skills, including knowledge of Microsoft Office preferred and ability to learn new software.
- Ability to self-supervise, maintain professionalism and personal development is desired.
- Skilled at establishing and cultivating strong relationships with peers, across different levels of the organization and externally.
- Strong organizational, record keeping and time management skills with solid attention to detail.
- Client focused.
- Core competencies expected: respectfulness and relationship building, commitment to quality service, team focused, collaboration, self-accountability and work standards, stress tolerance, confidentiality, integrity, ethics, trust, fostering diversity, equity and inclusion, conflict management, relationship building and respectfulness, good judgement, problem solving, and professionalism.

Minimum Qualifications

- Bachelor's degree in a social services or related field with at least one year of direct service experience working with vulnerable populations, or
- AA degree in a social services or related field with at least two years of direct service experience in counseling and case management with women, children, and men in crisis intervention and counseling setting.
- Any combination of skills and experience that demonstrates the ability to perform this job effectively.
- Fluency in written and spoken Armenian required.
- Effective at working with others to reach common goals and objectives.
- Possesses flexibility, adaptability, good judgement, and exhibit responsibility.
- Maintain site confidentiality
- High energy and passion for the organization's mission is essential.
- Employment contingent upon successful completion of the certified 40-Hour Domestic Violence Training.
- Operate a vehicle and provide proof of insurance and clean driving record. Must possess a valid California Driver's License and have access to vehicle during work hours.
- Travel throughout Los Angeles County.

Job Requirements

- Complete a LiveScan background check.
- Valid TB test within 90 days of employment.
- Complete Mandated Reporter Training within 1 week of start date.
- Knowledge of crisis counseling, case management, and domestic violence and its dynamics.

- Skilled at establishing and cultivating strong relationships with peers, across different levels of the organization and externally. Strong organizational and time management skills with solid attention to detail.
- Take appropriate action under pressure while maintaining composure and decision-making skills.
- Work in and remain effective in a fast-paced, crisis-oriented environment.
- Work effectively with people from diverse backgrounds.
- Influence others to accept ideas by using convincing arguments, creating a win-win situation and responding appropriately to key stakeholders.
- Maintain appropriate boundaries with clients, donors, staff, board and community stakeholders in all circumstances.
- Work both independently without close oversight, but also a team player who will productively engage with others at varying levels within and outside the organization.
- Travel, occasionally, for business; available for some meetings in the evening or weekends depending on needs of the program and the victims of domestic violence.
- Full Covid-19 vaccination required.

Physical Requirements

- Candidate must be able to lift, move, or transport supplies and equipment up to 30 pounds.
- Ability to move within the office environment and ability to climb stairs.
- Ability to write by hand and use a keyboard to perform general office functions.
- Ability to communicate continuously by speech and hearing.
- Ability to sit for extended periods of time.
- Access to reliable transportation with willingness and ability to travel on occasion locally.
- Visual acuity (close, distant, peripheral vision, and the ability to adjust focus and view accurate color perception and objects at near distances) needed for detail work and computer use.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.