



# Case Manager/ Family Case Manager

We are seeking a case manager/family case manager to provide comprehensive direct services to people at high-risk for involvement in violent activity, survivors of violent victimization, and their families. Direct services include individual counseling, group counseling, safety planning, advocacy services, referrals and follow-up, and budget counseling. Additionally, the case manager will link clients to community agencies where they can gain permanent housing, aftercare services prior to leaving the agency, vocational and educational services, and public assistance, Medicaid, or other benefits. The goal of these supports is to meet their needs and prevent further violence and victimization.

## **JOB DUTIES**

- Maintain a caseload of 10-15 clients and/or families.
- Conduct intake interviews to assess and evaluate clients for participation.
- Engage clients in an ongoing treatment process through individual and group counseling, under the supervision of the community violence intervention supervisor.
- Develop and maintain housing referral resources and assist clients in the process of securing permanent housing.
- Refer clients to community-based resources, including after care services.
- Assess clients vocational and educational needs, aptitudes, and interests through interviews and testing, and help with employment and education placement.
- Develop relationships with public assistance and Medicaid administrators to advocate and assist eligible clients in securing those benefits through contact with the relevant agencies.
- Regularly assess the safety and well-being of clients.
- Make appointments for clients' physical exams.
- Work with the client to develop life goals and objectives to be accomplished within an agreed upon timeframe.
- Participate in training seminars to enhance and develop clinical skills with the client population.
- Attend weekly individual case supervision, group supervision, monthly case conferences, and staff meetings.

## **REQUIRED SKILLS AND EXPERIENCE**

- Bachelor's degree at an accredited four-year college or university in human services or a related field.
- Two years of individual and family crisis counseling experience, preferably with the high-risk client population.
- Training and experience in assessing the vocational and educational needs of clients and demonstrated success in gaining public benefits for clients.
- Knowledge of and sensitivity toward issues of community violence victimization.
- Demonstrated experience with underserved communities including people who identify as LGBTQ+, people with substance use disorder, mental health issues, and disabilities,
- Strong professional communication and listening skills.
- Computer literacy and knowledge of Microsoft Office.
- Flexible schedule.
- Excellent written and verbal skills.

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This position is a necessary component of community violence intervention strategies including: street outreach programs, hospital-based violence intervention programs, peace fellowships, and crisis management systems.

For more information on this job type, contact the Community-Based Public Safety Collective.