

## SOUTH SUBURBAN FAMILY SHELTER

### Job Description

<b>Title:</b> Bilingual Project RENEW Case Manager	<b>Department:</b> Counseling Program
<b>Type:</b> Full-Time	<b>Reports to:</b> Counseling Program Manager
<b>Classification:</b> Non-exempt	<b>Supervises:</b> N/A

#### **Job Summary**

The Bilingual Project RENEW Case Manager is a member of South Suburban Family Shelter's Counseling Program department. The Bilingual Project RENEW Case Manager works collaboratively with the other counseling program employees to ensure that clients are able to work towards financial independence as a part of becoming a survivor of domestic violence. This position's work responsibilities are focused on providing support and guidance while teaching skills focused on financial empowerment in areas including education, employment, economics, immigration and housing.

Our ideal candidate is friendly, positive and a team player. It is preferred that this individual has experience working with financial curriculums. The individual in this position will be required to take initiative and work independently. The ideal candidate is flexible and able to handle multiple demands as this position includes telephonic assessments, office appointments, community meetings and some home-based visits. The candidate should also be able to think independently and creatively and be able to adapt a variety of approaches to the needs of each client. They must have the ability to demonstrate empathetic, non-judgmental attitudes towards people impacted by domestic violence.

#### **Duties and Responsibilities**

- Complete 40 Hour Domestic Violence Training.
- Obtain ICDVP certification within one year and maintain certification.
- Comply with the Counseling Program Manual.
- Collaborate with the referring Adult Counselor and Counseling Program Manager to ensure a comprehensive approach for each client.
- Complete telephonic assessments for victims seeking financial case management services.
- Meet with clients on a regular basis to identify and establish realistic employment, education, finance, housing and immigration goals/strategies.
- Provide financial education to clients, individually and in groups, utilizing financial education curricula.
- Monitor and allocate funds from various sources of financial assistance.
- Facilitate applications for healthcare, financial, employment, and educational resources.
- Have a working knowledge of immigration remedies/laws (e.g. VAWA, U-Visa).
- Have a working knowledge of federal, state, local and other resources that support the goals of Project RENEW.
- Maintain a resource guide.
- Meet with Counseling Program Manager and SSFS Clinical Consultant for case supervision.
- Ensure all case and funding related documentation is maintained and submitted by established deadlines.

- Complete and submit timesheets, program reports, work schedules and client related paperwork by established deadlines.
- Attend Project RENEW related community meetings as assigned by the Counseling Program Manager.
- Meet with clients in any of the SSFS sites as determined by the Counseling Program Manager.
- Attend required counseling program meetings.
- Attend mandatory SSFS All-Staff meetings.
- Assist with trainings, community outreach fundraising efforts and special projects as assigned
- Participate in planning and implementing client activities.
- Work with other staff to maintain open communication and develop a team approach.
- All other duties as assigned.

### **Qualifications**

- Bachelor's Degree in Counseling, Social Work or related field
- Fluency in both spoken/written Spanish and English
- Well versed in personal financial planning
- At least 1 year case management experience required
- Knowledge of domestic violence dynamics and its effects on victims
- Excellent written and verbal communication skills and interpersonal skills
- Detail oriented
- Ability to apply critical thinking
- Ability to work independently and as a team member
- Strong problem solving skills
- Strong organizational and time management skills
- Some evenings and Saturday hours required; flexibility in scheduling a must
- Must have reliable transportation, proof of insurance, and valid driver's license
- Must be able to operate general office equipment and be familiar with Microsoft Office
- Must be able to stand/walk for periods of time and lift up to 25lbs
- Ability to handle sensitive information in a confidential manner
- Ability to demonstrate and adhere to the SSFS value statements

### **Compensation and Benefits**

The compensation for the position is \$16.50/hour for 35 hours/week. SSFS offers benefits including holidays; PTO; medical and dental insurance; short-term and long-term disability; and the ability to contribute to a 403(b) plan. This position is also eligible for Aflac benefits such as telemedicine, dental, vision, short-term disability, etc.

If you are interested in applying for the position, please email your cover letter and resume to [careers@ssfs1.org](mailto:careers@ssfs1.org).

SSFS is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, protected veteran status, or any other characteristic protected by law.

For more information about South Suburban Family Shelter, please visit our website at [www.ssfs1.org](http://www.ssfs1.org)

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