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## **Job Description**

Women's Resource Center

### **Transitional Housing Case Manager**

Philosophy of Service: The Women's Resource Center (WRC) provides safe transitional housing, advocacy, support, information, referral and follow-up services to victims of domestic violence, sexual assault, stalking or to persons at risk for domestic violence. We do this through comprehensive advocacy, support and prevention activities that empower victims, families, and those at risk for family violence to reach goal orientated outcomes. These outcomes are securing adequate affordable housing with the assistance of the case manager, work on practical goals and supports to build self-sufficient lives for themselves and their children. These are key outcomes upon which the work of the Transitional Housing Case Manager is to be measured.

#### **GENERAL SUMMARY:**

Under the guidelines of the OVW grant and the supervision of the Residential Director, the following are a list of specific duties.

- General responsibilities include, but not limited to, provide advocacy and support to the TH residents.
- Develop an initial case plan to determine their individual goals and barriers to success
- Assist residents with housing applications and follow through with status of such applications
- Complete the Financial Literacy Class and utilize those learned skills with residents to become financially self-sufficient and assist in clearing up any debts
- Promote economic independence with residents
- Provide and inform residents of support services in the community
- Accurately report all stats in the Grant Management System (GMS) and Lotus Notes
- Continue to keep an accurate waiting list for potential future residents.
- Work closely with East Bay Community Development Corp in which WRC has an MOU with
- Maintain confidentiality of residents at all times
- Monitor and review residents' progress with Residential Director on a weekly basis
- Maintain accurate records for reports
- Perform office duties
- Assist with shelter clients when there is lack of work for TH program
- Assist with the covering the emergency phone every other week along with Director
- Attend all mandatory meetings
- Serve as a role model while maintaining professional distance in relationships with clients
- Must travel to conferences when scheduled
- Follow up with clients 3-6 months after clients leave supportive housing

#### **PHYSICAL DEMANDS:**

- Convey detailed and/or important instructions or ideas accurately, audibly, and quickly
- Hear average or normal conversations and receive ordinary information
- Manual dexterity and able to use wrists, hands and/or fingers in repetitive motion
- Prepare and/or inspect documents and communications on computer or on paper
- Sitting for extended periods of time
- Bending, lifting and carrying up to 40 pounds (donations/commodities)

- Lifting from floor or from inside car, inside truck, or from trunk
- Lifting children (infant, toddler, preschool) in to car seats when required
- Moving up and down stairs in TH program apartment facilities

**WORK ENVIRONMENT:**

- Residence for survivors of domestic violence—women and children—in safe neighborhood
- Daily interaction with stakeholders—residents, staff, volunteers, community, and vendors
- Required to possess or have access to a telephone and be available for staff/advocate crisis calls as necessary

**QUALIFICATIONS, SKILLS and ABILITIES:**

- Preferred Bachelor’s degree in Social Services or related field or equivalent experience
- Preferred minimum two years’ experience in human services and/or not for profit organization; experience working in a shelter or transitional housing environment preferred.
- Preferred minimum two years’ experience working with victims of domestic violence including diverse people and groups.
- Knowledge of and sensitivity to domestic violence issues and trends and expressed commitment to the empowerment of women and children
- Knowledge of computer programs to include: Word, Excel, and PowerPoint
- Experience working with vendors and service providers and knowledge of local service resources preferred
- Experience maintaining personal/professional boundaries
- Strong oral, written, and interpersonal communication skills
- Strong organizational, analytical, and problem-solving skills; ability to handle multiple priorities
- Manage and resolve conflict and stress effectively and constructively with stakeholders
- Ability to maintain confidentiality of residents at all times
- Possess valid Rhode Island driver’s license; access to reliable means of transportation; proof of current liability insurance

\*The candidate must have a reliable and insured car

\*BA/BS and/or experience working with domestic violence and/or sexual assault is recommended

\* Salary – Full time

**To apply, please submit Cover Letter with Resume and 3 Professional References to Neyda DeJesus at [ndejesus@wrcnbc.org](mailto:ndejesus@wrcnbc.org)**

The Women’s Resource Center is an Equal Opportunity Employer. The organization does not discriminate against a volunteer, employee or applicant in employment of conditions or opportunities for employment on the basis of race, color, religion, gender, sexual orientation gender identity or expression, disability, age or country of ancestral origin.