



## Job Description for Bilingual Case Manager (Temporary)

### **BASIC FUNCTION**

- Responsible for client assessment, goal planning and case management for individuals seeking to re-build their lives after recovering from intimate partner or sexual abuse.
- Assist clients with goal planning and conduct regular goal reviews, provide emotional support, assist in connecting clients with available community and social service resources, and develop and maintain interagency relationships.
- Complete documentation of client contacts appropriately and provide monthly statistical information.
- Advocate/accompany clients on necessary appointments that will lead toward establishing safe, stable independent, and violence-free lives.

### **SPECIFIC RESPONSIBILITIES**

- Provide systematic, coordinated outreach, intake, and comprehensive personal assessment services for all participants referred from our Hotline, Counseling and Advocacy departments.
- Complete new client assessments for the purpose of developing a plan moving toward self-sufficiency, including assessment of clients' need for community-based support (with regards to social services, housing, job search/training, medical/mental health, financial education, immigration matters).
- Provide information and referrals to appropriate services. Provide assistance and advocacy appropriate to a client's level of need in obtaining such services.
- Provide weekly case management services and follow-up with clients via phone or in person.
- Maintain caseload to include documentation of all services provided and accurate, up-to date case notes in the appropriate format.
- Assist clients with completing applications for community services.
- Maintain current knowledge of and working relationships with community resources and social service providers for housing, DSS, medical, dental, and local referrals.
- Provide crisis intervention, as needed.
- Arrange/provide transportation to and from appointments regarding clients' cases, as needed.
- Attend weekly meetings with Counseling, Advocacy and Shelter staff to assess client needs and ensure clients are receiving adequate support.
- Attend trainings/workshops/conferences related to Case Management.
- Act as a liaison between the OVS Vocational Rehab Unit and clients as necessary.
- Act as the point of contact for the New York State Civil Legal Network.
- Submit statistical information and program reports to the Core Services Director on a monthly basis.
- Participate in agency events (fundraising).
- Other duties as assigned by Core Services Director.



## **QUALIFICATIONS**

- BSW or equivalent in the area of social work, sociology, psychology, counseling or related field.
- One year of case management experience.
- Demonstrated dependability, maturity, and initiative. Ability to handle crisis situations with a minimum of supervision.
- Excellent interpersonal skills. Must be able to maintain program/client/agency confidentiality, and treat each individual with dignity and respect.
- Ability to set and observe appropriate personal limits and boundaries, especially with respect to clients.
- Ability to accept supervision and work with Retreat staff and community social service providers cooperatively.
- Flexibility to deal effectively with a variety of people, situations, problems and changes.
- Ability to work alone and as part of a team.
- Excellent oral and written communication skills. Ability to write clear, accurate case notes, and complete other paperwork thoroughly and accurately.
- Must be computer literate in Word and Excel.
- Must have valid driver's license.
- Bilingual Spanish/English required

## **ORGANIZATIONAL RELATIONSHIP:**

- Reports to the Core Services Director.

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

*The Retreat Inc. is an Equal Opportunity Employer*