

Job Title: OVS Case Manager- SV
Grade: 5
Date: April 2018
Department: Crisis Services
Reports To: Client Services Director

The YWCA Mohawk Valley is dedicated to its mission of eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Job Summary:

The case manager will oversee coordination of the care of the victim/survivor in response to a variety of challenges and needs that arise from domestic and sexual violence. Provide a trauma-informed approach to victims of domestic and sexual assault. The case manager will provide comprehensive and consistent services to survivors requesting services through the Hotline, Court Advocates, Child Protective Services, Support Groups and community referrals. Assist victims with safety plans, information and referrals to community agencies, as needed. Provide crisis intervention and supportive counseling to victims/survivors of domestic and sexual violence.

Essential Duties and Responsibilities:

- Support victims/survivors, with focus on Sexual Violence, in decision-making by providing correct information and available options regarding information and referrals; community resources, courts, law enforcement and medical.
- Advocating that the rights of the victims/survivors of domestic and sexual violence are being met.
- Gather information and data pertaining to victims/survivors of domestic and sexual violence.
- Advocate/accompany victims/survivors as they navigate community resources, courts, law enforcement and medical.
- Inform victims/survivors of all Crisis Services programming including shelter, groups, counseling and 24-hour hotline.
- Assist victims/survivors file crime victims compensation application/follow up.
- All other duties as assigned.
- Available "on call" week nights and weekends as scheduled.

Position Specifications:

- Assist victims/survivors of domestic and sexual violence with filing an Office of Victim Services (OVS) application and all necessary follow-up with the application.
- Advocate/accompany clients with employers, landlords, creditors, schools and other community resources.
- Assist Court Advocates and clients with case advancement through criminal and civil court systems and with restitution, if necessary
- Communicate, coordinate and collaborate with the OVS Vocational Rehabilitation Unit, for client services and ensure clients receive the most comprehensive response.
- Communicate, coordinate and collaborate with the New York Civil Legal Network to ensure clients are receiving appropriate services.
- Follow up with victims/survivors through case reviews, court hearings; police intervention, hospital accompaniment and status of case.
- Maintain current information on laws; policy and procedures regarding domestic and sexual violence.

Education:

- AS degree in human services; criminal justice; social work or related field preferred or 2 years experience in the field of sexual violence.

Required, Specialized, or Technical Knowledge:

- Acceptance and support of the YWCA Mission
- Ability to interact with staff, residents and/or agencies while maintaining confidentiality
- Well organized and Flexible
- Strong written and verbal communication skills
- Ability to work independently with little or no supervision
- Ability to work with and interact with diverse populations
- Must have reliable transportation and the ability to travel
- Knowledge of Microsoft computer software.

Expectation for all Employees:

Supports the organizations mission, vision and values by exhibiting the following:

- ⇒ Integrity
- ⇒ Respect
- ⇒ Commitment
- ⇒ Compassion
- ⇒ Credibility
- ⇒ Expertise
- ⇒ Teamwork

Physical Requirements:

Equipment Used:

- Computer, fax, adding machine, telephone, voice mail, copier. Must hold a valid driver’s license and insurance and be able to travel as necessary.

Physical Activities:

- Climbing, balancing, stooping, kneeling, crouching, walking, grasping, talking, hearing.

Physical Demands:

- Sedentary work exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Visual Acuity Required:

- Heavy acuity is required in this position.

Work Conditions:

- There is no substantial exposure to adverse environmental conditions with the exception of weather-related travel conditions.

Employee Signature

Date

CEO Signature

Date