



Case Manager

Non-Exempt, 40 hours per week

\$21.75 per hour (includes \$1.50 bilingual pay)

Position is based at our Mariposa House

WHY JOIN US

We are activists, advocates, feminists, leaders, empower-ers striving to create a world free from violence and abuse.

We are committed to serving as leaders for social change for the benefit of the community through advocacy, shaping policy and collaborating with community partners.

Now, imagine yourself working for a social justice organization that helps transform lives and communities...

THE OPPORTUNITY

Under the direct supervision of the Shelter Program Manager, and within the scope of the agency's mission, goals and objectives, the Case Manager is responsible for assisting clients and their families in the shelter by providing services, including but not limited to; intensive contact with clients, comprehensive advocate education and training, referrals to other agencies/programs, crisis intervention and screenings and assessments. The Case Manager must be fluent in English and Spanish and be able to effectively communicate orally and in writing in both languages. This position is full-time and based in the shelter Facility.

WHO YOU ARE:

- You have a bachelor's degree plus three years related work experience or five-years of experience working with people in crisis situations involving domestic violence and/or sexual assault or related field.
- You have knowledge of and experience working in the Latinx community and other unserved and underserved communities.
- You have the ability to work flexible hours including evenings and weekends, as needed, to be responsive to community requests.
- You have completed a State-Certified Domestic Violence/Sexual Assault Peer Counselor Training and an agency Advocate Training.
- You have a valid California driver's license and use of an insured vehicle.

SKILLS:

- Fluency in English and Spanish is **required**.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Ability to make independent judgments and work independently with minimal supervision.
- The capacity to maintain a role to empower clients and staff and to intervene appropriately to meet service goals.
- Possess strong organizational skills with the ability to meet a demanding workload.
- Ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual, and political orientations.
- Working knowledge of personal computers, experience with MS Office software including Word and Outlook.

WHAT YOU'LL DO:

- You will provide support to crisis line, on-call program, shelter, and other crisis intervention services, as needed.
- You will respond to hospitals and law enforcement, as needed, to assist, support, and provide advocacy to survivors.
- You will provide peer counseling to clients through face-to-face appointments or via the crisis line.
- You will conduct client assessments in order to determine client needs. Assesses clients' needs and goals to determine appropriate resources, including the referral to additional agency services without delay. Works in partnership with clients to develop individualized goal plans and monitors progress.
- You will provide training to incoming staff, including reviewing appropriate materials related to their job duties, department policies and procedures, assisting in setting up shadowing of other staff members, etc.
- You will provide support to program staff, including training and building skills and capacities.
- You will assist in leading program staff towards meeting their goals.
- You will provide shelter screenings, and assessments and follow up.
- You will serve as primary contact for assigned clients and work directly with their team to implement, monitor, and promote the safety and well-being of clients.
- You will make appropriate client referrals to community resources and follow up as needed.
- You will maintain assigned case load and work within a program structure.
- Works well within a team environment or independently with minimal supervision.
- You will maintain clear and concise client files and records and assist in gathering statistical information in compliance with funding requirements.

- You will work collectively within your department, as well as with other agency departments, to best serve and support the clients. This includes advocating strongly, internally, and externally to best meet client needs.
- You will exhibit organizational skills and good time management with the ability to prioritize workload, handle multiple tasks and demands of the job. Ability to provide timely follow-through of work assignments and meet deadlines accordingly.
- You will work to develop a specialty within your Case Manager role that is focused on client deliverables.
- You will provide support in Implementing shelter program procedures and protocols.
- You will work closely with the different programs to conduct weekly data and Osnium audits and running reports and reviews as needed.
- You will maintain Peer Counselor certification by completing continuing education requirements, as required by state grantors. You will attend staff meetings, training sessions, supervision and other agency meetings as required.
- You will maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and with representatives of government, and other community organizations.
- You will effectively engage and interact with others demonstrating active listening skills, tact, and diplomacy. Must have problem solving and conflict resolution skills. Consistently applies good judgment and client confidentiality.
- You will act calm in emergency situations; ability to work successfully in a high stress work environment.
- Other duties related to the specific classification as assigned.

THE FINE PRINT

- While performing the duties of this job, the employee is regularly required to walk; sit; drive; use hands to finger, handle, or feel; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.
Maintain physical and mental composure while dealing with emergencies, crisis situations and deadlines.

BENEFITS & PERKS

Keeping you healthy

We take a holistic approach to wellness physical, emotional, and financial. Our comprehensive benefits package includes:

- Up to 100% agency paid medical, dental, vision, and life
- 403B retirement benefit with up to 4% employer match

Balancing your Life

Work-life balance is an essential aspect of self-care. That's why we provide generous time off policies for everything life throws your way. Whether it's a new baby, a family, or a nasty cold, we've got you covered.

- 13 Holidays and Paid Time Off benefits for regular employees.
- Last Friday of each month office closure and winter office closure.
- Self-care retreats.

How we collaborate

We cultivate comradery between all Monarch staff and programs supported by a range of fun activities that bring us together.

- Agency Engagement Committee
- Diversity Equity Inclusion Committee

NON-EXEMPT EMPLOYEES OF MONARCH SERVICES ARE REPRESENTED BY

SERVICE EMPLOYEES' INTERNATIONAL UNION.

MONARCH SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER.

WE VALUE AND WELCOME DIVERSITY OF ETHNIC, CULTURAL, RELIGIOUS, SOCIO-ECONOMIC, POLITICAL BACKGROUNDS, SEXUAL ORIENTATION/IDENTIFICATION AND ABILITIES.

We take pride in being a family-friendly and green-certified workplace.
We lead by example to protect our environment and support families.

How to apply:

**Submit your resume and cover letter packet
clearly outlining your related experience to this position
via e-mail (MS Word or PDF formats only) to brianal@monarchscc.org**

The position will remain open until filled.