JOB DESCRIPTION

Position Title: Case Manager
Program: Domestic Violence and Sexual Assault Services
Responsible to: Assistant Director
Classification: Full-Time, Exempt

Function: To provide case management for victims of domestic violence and sexual assault, to improve access to and coordination of services and increase stabilization.

General Qualifications: In alignment with our mission; “the YWCA of Kaua‘i is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all,” the ideal candidate will be able to contribute to a work environment that values diversity, creativity and mutual respect, as well as:

1. Communicate effectively, both verbally and in writing, with people of various ages, cultures, socioeconomic status, sexual orientations, professions and backgrounds.
2. Represent the YWCA in professional manner.
3. Maintain effective working relationships and work within multi-disciplinary team
4. Assume individual responsibility and work collaboratively
5. Utilize good organizational and multi-tasking skills and be able to handle multiple priority tasks using independent judgment.
6. Perform all duties in compliance with the laws and regulations of the State of Hawai‘i and the United States government

Specific Qualifications:

1. Minimum AA Degree, BA degree preferred, or a combination of educational and work experience in any of the following fields: Education, Social Work, Communications, Community Outreach, Issues Advocacy, Nursing, Women’s Studies. Post-graduate candidates seeking clinical licensure hours are encouraged to apply; opportunity to work with therapy team is available.
2. Proficient with MS Office Suite, CRM software, and internet research
3. Previous experience working with mental health, trauma, substance abuse and/or homelessness preferred.

Responsibilities:

1. Conducts needs assessment and works with Assistant Director, Clinical Director, and/or treatment team to identify appropriate treatment recommendations
2. Facilitates the development of, and maintains responsibility for, a comprehensive treatment plan
3. Maintains a supportive relationship with the client in order to assist them through face-to-face meetings and/or telephone/email contact
4. Provides emotional support, advocacy and appropriate referrals for clients to increase stabilization and access to social, welfare, legal, medical, psychiatric, housing, etc. services
5. Provides crisis intervention and consultation, as needed
6. Facilitates financial empowerment program, Healthy Money Choices, in collaboration with volunteer Lead Instructor. Assists with coordination of class schedule, administrative tasks, community outreach, PR, and follow-up.
7. Communicates regularly with collaterals in order to coordinate services
8. Maintains updated and current information regarding community services and referral options. Networks with agencies providing services for children, individuals and families that may benefit clients
9. Communicates with Assistant Director, Clinical Director, and other appropriate YWCA staff regarding important case developments and gives updates on case progression
10. Educates and informs community service providers and system partners about case management services
11. Maintains records and statistical reports as required by agency policy, funding contracts and state/federal regulations
12. Reports to appropriate agencies and maintains records on all suspected or confirmed child/adult abuse and neglect situations
13. All other duties as assigned

Additional Requirements:

1. Valid Hawai‘i driver’s license, vehicle and proof of insurance.
2. Willing and able to travel around the island for meetings.
3. Willing and able to travel off-island for training and meetings.
4. Ability to maintain client confidentiality.