TITLE: Case Manager $35K  
Shift 12:00 to 8:00 M-F and some Saturday

RESPONSIBLE TO: Domestic Violence Services Coordinator

JOB DESCRIPTION: The Case Manager is responsible for developing trauma informed individual plans of action for each sheltered client. This includes immediate and long-range concrete needs in order to facilitate stability and permanency for clients in a safe environment.

MAJOR RESPONSIBILITIES:

Direct Services

- Complete initial assessment of each resident’s physical, emotional, mental and adjustment needs.
- In conjunction with the resident, assist in preparation of, individual plans of action.
- Meets with clients weekly to determine progress with their individual plans of action.
- Complete Safety planning with residents and their children when appropriate.
- Assist with hosting empowerment meetings and facility meetings with residents.
- Maintains collaborative contacts with other agencies for referrals from crisis hotline to other appropriate agencies and for referral of shelter clients to other appropriate services.
- Participate in community meetings and trainings.
- Meet residents where they are using trauma informed care.
- Assist residents in their housing search and help them to drive their dreams and goals.
- Facilitates public transportation and out-of-town transportation request of residents.
- Transport’s residents to needed local destinations as needed according to the transporting schedule.
- Facilitates residents’ request for personal items to be used while at the shelter as they go for court appearances and job interviews or as they leave for a new apartment or home.
OTHER RESPONSIBILITIES:
• Documents interactions with residents for file
• Compile information and data to ensure proper reporting
• Supports the mission of the DV Shelter and the mission of the YWCA Greater Memphis.
• Performs other related duties as deemed necessary or as delegated by the Shelter Coordinator

EDUCATION AND EXPERIENCE:
• Bachelor’s degree in social work, counseling, psychology or other related fields with one (1) year of case management experience or five (5) years of experience working in the domestic violence field.

KNOWLEDGE, SKILLS AND EXPERIENCE:
• Knowledge of domestic violence and needs of victims of domestic violence
• Knowledge of community agencies and resources
• Strong listening and reflective response skills, oral and written communication skills, case management skills, and computer or word processing skills
• Must have a valid driver’s license
• Excellent communication skills

Please send resumes to;
YWCA Greater Memphis
Attention: Marquiepta Odom
766 South Highland Street
Memphis, TN 38111
Modom@memphisywca.org
No phone calls
Applications accepted until Friday, August 6, 2021