

**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](mailto:Modom@memphisywca.org)

No phone calls

Applications accepted until Friday, August 6, 2021

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