

Job Posting

Title: **DV RRH Case Manager**

Reports to: **Program Manager**

FLSA Status: **Full-time, Non-Exempt**

EEO Code: **2**

Overview:

St Vincent de Paul, Louisville (SVDP) is one of the longest serving social charities in Louisville. Through our homeless shelters, supportive housing programs, professional case management, clinical services, after-school programming, Open Hand Kitchen, Food Pantry, and retail thrift stores, we house, feed, and support those in need with compassion and dignity.

Position Summary:

SVDP's **DV RRH Case Manager** is responsible for supporting program components and facilitating services to best address the needs of homeless individuals and/or families exiting the domestic violence transitional housing program. The position involves having knowledge of and experience working with domestic violence, homeless individuals and families, chemical dependency, unemployment, mental illness, community resources, barriers and the delivery of direct services to individual clients as assigned in their home.

Essential Duties and Responsibilities:

- Provide case management services to including completing assessments, and providing resources in addressing barriers that may impede self-sufficiency.
- Help clients determine a case plan with rapid exit to permanent housing as the primary goal, and with any additional goals that clients determine for themselves.
- Develop and execute individualized client service plans for individuals and families including children if needed.
- Conduct monthly home visits with program participants in the DV RRH program.
- Assist all households to develop a safety plan identifying risks posed by their abusers and the actions they wish to take to reduce these risks
- Facilitate communication with partner agencies, community services, schools, healthcare providers, and government related entities to ensure exceptional service delivery.
- Maintain and advance professional knowledge/skills with the guidance of the Program Manager and the Associate Director of Crisis Housing in order to drive continuous improvement in program effectiveness as measured by client progress.
- Ensure each client is compliant with attending case management, adhering to their service plan and following program rules.
- Work with SVDP's Housing Specialist to support those participants who opt to receive a RRH voucher, helping them maintain housing and meet the terms of their lease.
- Assist RRH households with budgeting and income growth, so that they are prepared to pay the full cost of their rent at the end of 12 months in RRH.
- Assist RRH households with their housing search if they choose to move units at the end of their 12 months of RRH voucher assistance.
- Submit programmatic reports to SVDP and CCL supervisor.
- Assist with the completion of an exit assessment for each RRH household.
- Participate in case conferencing with SVDP personnel, to the extent that a household consents.

- Refer clients to victim services providers for additional supportive services specific to their experience as domestic violence or human trafficking survivors.
- Provide crisis intervention for clients if needed.
- Provide DV TH/RRH Program Manager with assistance in the execution of programs, policies, reports, and procedures related to the provision of services to the public.
- Assist the Program Manager in identifying and building community partnerships to optimize the effective and efficient delivery of services for each household.
- Work with the Program Manager to identify opportunities for volunteer involvement.
- Collaborate with the Program Manager in coordinating educational and skill development opportunities/programs for each individual and family to maximize positive outcomes.
- Work cooperatively with all SVDP staff to improve the program and advise the program manager of issues related to and/or affecting the program.
- Receive proper training regarding domestic violence, PTSD, trauma-informed care, and de-escalation
- Possess a high level of interpersonal skills and advocacy needed for client support.
- Average caseload at any given time could be 25 – 30 clients.
- Other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of the principles, philosophies, procedures, techniques, and standards to optimize individual, family, and youth case management practice
- Training and understanding of best practices to support those fleeing and experiencing domestic violence
- Ability to maintain accurate, current records and prepare clear and concise reports from them
- Ability to analyze complex social problems and develop effective solutions; problem-solve
- Ability to effectively organize complex tasks and execute a project management plan to completion
- Interpret and apply a variety of legal requirements and policy standards
- Demonstrated leadership qualities and project management skills
- Maintain cooperative relations with community groups and other public and private agencies
- Ability to interact effectively and professionally with participants, families and community referral sources
- Excellent organizational, written, and oral skills
- Self-motivated and detail-oriented
- Commitment to the mission and goals of St Vincent de Paul
- Must be self-motivated and work well without direct oversight.
- Case manager must be able to meet deadlines and other benchmarks as warranted by the program
- Must be detail oriented
- Must be client-centered and feel at ease with clients in their homes across communities

Education, Qualifications, Certifications, Trainings, Licenses:

- Bachelor's degree in Social Work or related Human Services field
- Relevant work experience with individuals, families, and children in a social work environment or related field including individual/family counseling, community organization, education or youth advocacy
- Successfully pass required pre-employment background and drug screening
- CPR and First Aid Training.
- Submit TB testing once a year
- Valid Driver's License, reliable transportation, and proof of auto insurance.

Reporting to this position: None

Physical Demands/Effort/Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is regularly required to stand, walk, sit, use hands and fingers, and reach with hands and arms. Must be able to climb stairs. The employee may lift and/or move up to 25 pounds. This position requires reliable transportation and the ability to drive to multiple locations.

The requirements listed are representative of minimum levels of knowledge, skills, and/or abilities. This position description is not meant to imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and duties requested by the supervisor. This job description is not a contract for employment. It does not alter or affect the "at-will" doctrine adhered to by SVDP.

Benefits/Additional Information:

In addition to a sense of purpose and pride that comes from serving others, eligible employees enjoy paid holidays, paid leave, paid Life/Short/Long Term Insurance as well as access to SVDP's Section 125 Health and 401(k) Retirement Plans.

SVDP will conduct a thorough background investigation as part of its application process. Investigations are not limited to, but will include review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening and comprehensive criminal background and credit check.

To Apply:

Apply online: www.svdplou.org

Email cover letter and resume to: hr@svdplou.org

SVDP is proud to be an Equal Employment Opportunity, Affirmative Action employer and absolutely committed to diversity. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.