

**COMMUNITY CRISIS CENTER**  
**Job Description**  
**Case Manager**

**JOB SUMMARY:** Provide counseling, case management, and advocacy services to Community Crisis Center clients. Primary focus is evaluating service needs of shelter and walk-in clients.

**JOB DUTIES AND RESPONSIBILITIES:**

1. Work with all clients using the primary case management approach, providing counseling and support services.
2. Conduct intake interviews with clients and their families.
3. Prepare proper documentation for all client files, i.e. intake information, process notes, etc.
4. Receive crisis calls and provide crisis intervention counseling as necessary.
5. Enter client statistical data into the computer when required.
6. Perform building walk-thru for security checks.
7. Be aware and informed of current developments in the fields of domestic violence, sexual assault, and other counseling areas that pertain to agency services.
8. Be aware of area and community agencies providing services for agency clients.
9. Must maintain confidentiality of services.
10. Responsible for the maintenance of the shelter when the Facility Manager is not on duty.
11. Must remain on duty until the next shift comes to work.
12. Attend staff meetings as designated unless the Executive Director waives this requirement.
13. Perform other duties as requested.

**JOB RELATIONSHIPS:**

1. Supervised by the Shift Supervisor and Residential Services Manager.
2. Work with all agency employees, volunteers and interns.
3. Interact with other community agencies in the area served.
4. No supervisory responsibilities.

**ESSENTIAL JOB REQUIREMENTS:**

1. Education – minimum of a Bachelor's Degree in human/social services; must have basic computer skills.
2. Experience – hotline and shelter work an asset.
3. Training – upon employment will receive a minimum of forty (40) hours specialized training in sexual assault and forty (40) hours specialized training in domestic violence as well as other areas of service provided by the agency including on the job training.

4. Technical Skills – good verbal and written communication skills; must have good listening skills; must display an empathetic understanding of a diverse population of clients.
5. Social Skills – must be able to respond appropriately in emergency situations, must demonstrate flexibility and teamwork capacity within the agency. Must also demonstrate courtesy and respect towards all fellow employees, interns, volunteers, visitors, and clients.
6. Physical Requirements – must have visual and auditory acuity; must be able to perform building walk-throughs for security checks and evacuations; must be able to lift up to thirty (30) pounds; must be able to answer the phone clearly and provide crisis intervention counseling on the phone; must be able to enter information into client files.
7. Transportation Requirements – must be willing and able to travel throughout the area; if employee uses a privately-owned vehicle, must provide proof of current automobile insurance coverage and annual renewal documentation thereafter.
8. Attendance – must maintain an acceptable attendance record.

**STAFF MEETING REQUIREMENTS:**

1. Clinical Meeting
2. General Meeting
3. In-services as applicable
4. Professional Development is encouraged