

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Case Manager

Reports To: Manager of Case Management

Position Summary:

The Case Manager is responsible for providing effective linkage, collaboration and referrals to assist clients in their healing process and to reduce barriers to services. In line with CRCC's coordinated care model, the case manager assures that clients receive timely access to necessary services; assists with daily needs and goal planning. The case manager meets client's where they are and is creative and open minded about how to best assist clients in meeting their needs. The Case Manager utilizes a strength based and trauma informed approach to client care with survivors of rape and sexual abuse as well as human trafficking.

Principal Duties and Responsibilities:

- Provides community support services to clients in need of such services by meeting them where they are as long as safety is assured
- Maintains individual case load and assists clients whose lives have been disrupted due to sexual violence to regain independence and stability
- 40% productivity requirement
- Refers and links survivors of sexual violence and their families to appropriate community agencies such as legal services; long term counseling; for medical, mental, physical, social and educational needs
- Maintains effective communication with other CRCC team members for service coordination and to assure timely services for all survivors
- Monitors cases by verifying clients' attendance; observing and evaluating engagement and responses; advocating for needed services; obtaining additional resources; intervening in crises; providing personal support.
- Maintains clients' records by reviewing case notes; logging events and progress
- Communicates clients' progress in interdisciplinary meetings and evaluations; disseminating results and obstacles to progress
- Prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge requirements; making follow up plans
- Documents client's progress and actions taken according to agency guidelines, and maintain records as required.
- Functions as an educational resource to the community, facilitate psychoeducational groups as needed
- Will maintain a flexible schedule to accommodate the needs of clients and the agency.

- Travels to other organizations and throughout the community to meet clients offsite

Additional Responsibilities:

- Attend and participate in departmental, organization-wide and other meetings.
- Act in the best interest of the organization, reflecting the values of teamwork, collaboration and mutual respect.
- Perform other duties as needed or directed.

Qualifications: Bachelor's degree in social work or related field preferred. Minimum of two years of experience as a social service provider required. LSW preferred. The ideal candidates will possess knowledge of mental illness, substance abuse and related treatment modalities and techniques; knowledge of cultural diversity and working with a wide variety of populations; knowledge of community resources and social service providers. Must have valid OH driver's license. Must be able to work well with community members and staff and to communicate effectively. Ability to handle crisis situations with a minimum of supervision. Excellent interpersonal skills required.

Hours of Work: This is a full-time position (40-hours a week) requiring flexible hours of work for the purpose of meeting the need of survivor of sexual assault – some evenings and weekend hours required. This position requires travel within the community.

Cleveland Rape Crisis Center is dedicated to building a culturally diverse and pluralistic staff committed to teaching and working in a multicultural environment. Qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.