Case Manager-Crisis Services

The Women's Center is seeking a **Case Manager-Crisis Services** for the Rape Crisis and Victim Services program. The Case Manager-Crisis Services is responsible for providing direct case management and crisis support services to departmental and walk-in clients.

- The Case Manager position is benefit-eligible, 35-hours per week, weekdays between the hours of 9:00 AM and 5:00 PM. This position also participates in the Center crisis response team rotation providing back-up for telephone and hospital response calls when assigned and answer crisis hotline and business lines

Responsibilities include:

- Answers crisis hotline and business lines
- Provides psychosocial assessment, screening, and case management services in combination with the assigned therapist for counseling clients, and in an independent manner for non-counseling clients of the Center
- Develops a comprehensive action plan with established goals to assist in resolving the client's social needs and/or problems
- Refers the client, and advocates on her/his behalf to partner and community resource agencies that provide assistance in addressing the needs and achieving the established goals
- Provides accompaniment services to clients for sexual assault examinations and legal processes
- Assists clients in completing Crime Victims Compensation forms
- Makes psychosocial assessment calls for clients on the clinical waitlist
- Makes reports to Child Protective Services, law enforcement, and Adult Protective Services and other protective entities as appropriate
- Participates in the Center crisis response team rotation providing back-up for telephone and hospital response calls when assigned and answer 24-hour hotline and business lines
- Prepares and maintains confidential and accurate client assessment, progress notes, case evaluation and case plans in accordance with program and grant requirements
- Serves as liaison with community agencies to develop relationships for the benefit of clients

Required Education and Experience:

- Master's degree in Social Work from an accredited college or university
- LMSW licensure in Texas
- Rape Crisis and Victim Services 40-hour training certified by the Office of the Attorney General (to be completed upon employment)
- Knowledge of crisis intervention theory and techniques
- Knowledge of community resources
- Experience in case management with sexual assault and sexual abuse survivors
- Spanish-speaking bilingual candidates strongly preferred
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Email: Resume, cover letter, and salary requirements to advocate@womenscentertc.org NO PHONE CALLS PLEASE

The Women's Center is committed to maintaining an environment which is free of harassment, discrimination, or retaliation on the basis of race, color, religion, sex, age, disability, or any other status protected by federal, state, or local laws. Accordingly, all Center employees are responsible for complying with this non-discrimination policy in the conduct of their jobs.