



TurnAround Job Description

Job Title: Crisis Response Case Manager
Department: Crisis Response
Reports To: Program Manager for Crisis Response

SUMMARY

The Crisis Response Case Manager is responsible for providing crisis intervention services, support, information, and referrals via TurnAround's 24/7 helpline to survivors of domestic violence, sexual assault, and human trafficking. The Crisis Response Case Manager will carry out the mission and goals of TurnAround in a trauma informed and responsive manner. This role coordinates crisis intervention and community support for clients served by working closely with referrals for lethality and danger from service providers, medical personnel, law enforcement and other professionals.

CLASSIFICATION: Exempt

SALARY: \$48,000

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Support and respond to inquiries from the 24/7 helpline, text line and other communication channels.
2. Provide the following services to each caller/inquirer:
 - a. Assess needs and eligibility for services.
 - b. Crisis intervention as needed.
 - c. Offer information and complete referrals internally.
 - d. Provide information about victim's rights, next steps, and community service options.
 - e. Assist with safety planning and brainstorming available options.
3. Provide intimate partner violence, sexual assault, and human trafficking survivors with information, referral assistance and resources as appropriate.
4. Engage hotel clients in daily check ins and weekly individual counseling sessions that focus on ongoing safety planning and housing relocation.
5. Complete the lethality and high danger screening assessment tool to assess immediate shelter and services.
6. Complete a needs assessment to determine strengths and barriers to their safety
7. Participate in outreach and connect with partner entities and agencies that support victims of intimate partner violence including hospitals, medical centers, colleges, department of social services and law enforcement.

8. Complete assessments, forms, surveys, and other steps associated with shelter placement when needed.
9. Obtain and record caller/inquirer demographic information and other information in data management system and on other forms.
10. Locate and update community resource list as needed.

11. Assist Program Manager with providing support and training to Crisis Response Team.
12. Assist with crisis calls and emergency shelter screens.
13. Assist Program Manager with data collection requests such as the Baltimore County Domestic Violence Coordinated Entry Process, Turnaround's database management system, internal reporting, and grant reporting.
14. Complete Coordinated Entry Shelter Request forms with hotel clients and arrange and participate in intake appointment with the Family Crisis Center.
15. Work with Turnaround's Clinical Team and hotel clients to arrange Clinical Shelter Assessments and follow-up appointments.
16. Work with community partners to provide comprehensive information and referrals for crisis services.
17. Provide check ins via telephone and/or in person to hotel clients to assess need for food and basic toiletry items.
18. Provide back up when needed for helpline coverage and food deliveries.
19. Provide information and data related to helpline and text line usage.
20. Representation of TumAround with constituents and partnership agencies including meetings with task forces, coalitions and working groups if applicable.
21. Carry out other duties and initiatives as assigned.

ADDITIONAL DUTIES

Changes to programming could be made based on the agency strategic plan priorities or funding initiatives to better serve and support survivors through crisis response. Staff members will be provided with information, ample notice, and training for any changes prior to implementation.

SUPERVISORY RESPONSIBILITIES

None

EDUCATION AND EXPERIENCE

1. Bachelor's Degree preferred in psychology, social work, human services, or related field. High School Diploma or equivalency considered as minimum with an additional 1-year relevant work experience.
2. Experience working with survivors of intimate partner violence, sexual violence, and human trafficking.
3. Advocacy, counseling, or crisis intervention experience.
4. Experience with crisis hotlines, shelters or grassroots services.
5. Requires strong interpersonal, assessment, and documentation skill.
6. Ability to work well with a variety of people from diverse backgrounds.
7. Demonstrated ability to problem solve and be proactive.
8. Flexibility and the ability to prioritize and work on multiple tasks simultaneously.
9. Understanding of importance of non-disclosure for client safety and ability to maintain confidentiality.
10. Strong organizational abilities and team participation skills.
11. Experience with data collection for grant and internal reporting.
12. Must be at least 18 years of age.

13. Consent to and pass background checks.
14. Commit to work shifts which include weekdays and weekends-mornings, afternoons, and evenings and holidays.

LANGUAGE SKILLS

1. Possess professional demeanor and exhibit exceptional teamwork orientation with good written/oral communication skills.
2. Possess good communication skills when communicating with community partners.
3. Demonstrate person first and person-centered language skills.
4. Ability to communicate in a manner that is survivor supportive, and trauma informed.
5. Strong written skills. Ability to write clear and concise emails, documentation, and correspondence.

REASONING ABILITY

1. Possess critical thinking skills and judgment when guiding the Crisis Response Team and to seek assistance from, Crisis Response Program Manager, Clinical Director, or Deputy Director as needed.
2. Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.

TECHNICAL SKILLS

1. Proficient computer skills to operate email, Internet, Microsoft Office, and ability to navigate database system programs and software.
2. Ability to learn and navigate technology used at the sites i.e.: security systems, video conferencing devices etc.
3. Ability to plan, schedule, and organize work independently.
4. Ability to handle and work through crisis and emergencies.
5. Possess critical thinking skills and judgment on when to seek Crisis Response Program Manager or Clinical Director for assistance.

WORK ENVIRONMENT

Work for this position is conducted at a variety of settings with a primary office location being Downtown. Community work includes visits to other TurnAround including office locations, and at shelter placement locations in the Baltimore City and Baltimore County area. All positions are required to attend supervisions and trainings that can occur outside of regularly scheduled shift hours.

The position is exposed to the possibility of vicarious trauma and victim trauma response by working with residents impacted by domestic violence, intimate partner violence, and sexual violence. Other exposure risk includes narcotics, alcohol, pests, and of Blood borne Pathogens. Must have availability and flexibility to respond in person to emergencies at the shelter sites, including afterhours and weekends.

TRAVEL

Local travel is expected. Reliable transportation is necessary as travel between the shelter placement locations and to the TumAround offices is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Not Applicable

PHYSICAL DEMANDS

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. The position is required to physically inspect rooms at the shelter locations. Assistance with lifting of items such as groceries and toiletries for shelter clients.

1. Routine office mobility.
2. Occasional lifting of boxes or items and load them on and off carts and in and out of vehicle.
3. Ability to stay awake and alert during all shifts including overnight.
4. Sustained posture in a seated position for prolonged periods of time.
5. Must have valid driver's license and provide personal vehicle.

AFFIRMATIVE ACTION/ EQUAL EMPLOYMENT

TumAround, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

DATE: 2/12/2024BR