

TURNAROUND, INC.

Job Description

Job Title: CAPS (Community Advocacy & Prevention Services) Case Manager

Department: Advocacy and Resource

Reports To: Program Manager

Classification: Salary

Salary: \$52,000. - \$57,000. (based on education and experience)

SUMMARY

The **CAPS Case Manager** is responsible for providing trauma informed direct services and intensive case management to survivors impacted by intimate partner and sexual violence through a collaboration with the various Baltimore city sites. The CAPS Case Manager will assist clients with accessing internal and external resources, advocacy support, and provide crisis intervention as needed. The Case Manager will work with community partners to coordinate services and facilitate connections using a “warm hand off approach” while carrying out TurnAround's mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES

GENERAL

1. Conduct thorough assessments and intake to determine client’s eligibility and needs
2. Implement programming for clients in various Baltimore city sites.
3. Assist client and their families in developing goal plans
4. Connect clients impacted by intimate partner and sexual violence to necessary resources, internally and/or externally.
5. Perform duties offsite as determined by funding and the position.
6. Serve clients impacted by one or more victimization as determined by funding and position.
7. Document client’s notes and other data using agency database system (s). Maintain all client records.
8. Collect and document data on service impact for funders and other sources using evaluation tools.
9. Utilizing a trauma informed approach, provide crisis intervention as needed
10. Knowledgeable about current best practice trends in intimate partner violence, human trafficking and sexual assault prevention education strategies.
11. Representation of TurnAround with constituents and partnership agencies.

SEXUAL VIOLENCE

1. Support minor and adult age survivors of all gender identities that have been impacted by sexual assault, rape, and sexual abuse.
2. Participate in outreach and connect with agencies that support victims of sexual assault including hospitals, medical centers, department of social services and law enforcement.
3. Be knowledgeable in victim rights and laws pertaining to sexual assault crimes and actively assist the survivor through the legal process.
4. Provide or coordinate court accompaniment.
5. Assist the survivor to access necessary resources they are eligible to receive including victim’s compensation.

INTIMATE PARTNER VIOLENCE

1. Support minor and adult age survivors of all gender identities that have been impacted by intimate partner violence that experience various abuses, including stalking.
2. Use the lethality and high danger screening assessment tool to assess immediate shelter and services.
3. Be knowledgeable in victim rights and laws pertaining to intimate partner violence crimes and actively assist the survivor through the legal process.
4. Provide or coordinate court accompaniment.
5. Assist the survivor to access necessary resources they are eligible to receive including victim's compensation.

HUMAN TRAFFICKING

1. Support minor and adult age survivors of all gender identities that have been impacted by sex trafficking and labor trafficking.
2. Provide case management services at various Baltimore city sites
3. Participate in outreach and connect with agencies that support victims of human trafficking
4. Be knowledgeable in victim rights and laws pertaining to human trafficking crimes and actively assist the survivor through the legal process.
5. Provide or coordinate court accompaniment.
6. Assist the survivor to access necessary resources they are eligible to receive including victim's compensation.

ADDITIONAL DUTIES

Participate in training and awareness opportunities to increase the knowledge of various groups on these types of victimizations.

SUPERVISORY RESPONSIBILITIES

N/A

EDUCATION AND EXPERIENCE

1. Bachelor's Degree preferred in psychology, social work, human services, correlated field. Associate's Degree considered as minimum with additional relevant work experience.
2. Experience working with related populations or those exposed to trauma.
3. Experience working with populations impacted by mental health, substance abuse, legal and social services systems, and homelessness.
4. Knowledge of community resources and initiatives preferred.
5. Experience in handling crisis situations.
6. Requires strong interpersonal, assessment, and documentation skills

LANGUAGE SKILLS

1. Possess professional demeanor and exhibit exceptional teamwork orientation with good written/oral communication skills.
2. Demonstrate person first and person-centered language skills.
3. Bilingual skills desired but not required (Spanish preferred).

WORK ENVIRONMENT

Work is conducted at the designated community settings as determined by role. Community settings can be any of the partner sites.

HOURS

Work hours are Monday through Friday at 40 hours per week, evenings required. Staff should remain flexible working outside of these hours and beyond 40 hours as needed to assist survivors.

REASONING ABILITY

1. Ability to mediate issues related to clients, professionals and other constituents.
2. Possess critical thinking skills and judgment on when to seek the Program Manager or other positions for assistance.

TECHNICAL SKILLS

1. Proficient computer skills to operate email, Internet, Microsoft Office, and ability to navigate database entry software.
2. Ability to learn and navigate technology used on and off work sites (i.e., security systems, video conferencing devices, etc).
3. Ability to plan, schedule, and organize work independently.

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.

1. Possible assistance with lifting of items such as client's belongings, donations and other items received.
2. Some cleaning and light maintenance are also required of the space.
3. Climbing stairs. Reliable transportation and walking are necessary as travel between TurnAround office locations and offsite locations that include community sites.