



Case Manager Job Description

Based in San Leandro, Building Futures is an Alameda County leader providing a safety net of services to help individuals and families rebuild safe and stable lives after homelessness and family violence. To accomplish this aim, the agency provides a continuum of care including two homeless shelters; a domestic violence safe house; a full spectrum of domestic violence outreach services; a transitional and permanent housing site; and rapid rehousing programs which serves target populations including military veterans, families reuniting after CPS involvement, survivors of domestic violence, and others.

Position Title: Case Manager

Reports to: DV Program Manager

Supervises: None

Status/Compensation: 1.0 FTE, Non-exempt, \$23 - \$25 per hour, full benefits

Position Summary: The Domestic Violence Case Manager works to end domestic violence and homelessness by executing Case Management services at Sister Me Home, the agency's domestic violence safe house. This position is responsible for providing weekly meetings with each client to further the progress of their case plan and ensuring that their stay at Sister Me Home is a successful one.

Essential Functions:

- Provide strong case plans for each client based on agreed goals, with a clear understanding on what success will look like for each client.
- Support the client in their progress/regress and keep them focused on meeting their goals.
- Develop engaging methods of delivery for Domestic Violence victims, while understanding the sensitivity and trauma informed approach necessary in serving people who have experienced Domestic Violence and their children.
- Remain current on Domestic Violence best practices and the resources available for safe house residents, make sure to keep clients well informed.
- Provide support and counseling to the clients within our Domestic Violence safe house.
- Build community relationships on behalf of the site.
- Attend regular safe house staff meetings and weekly house meetings for shelter residents.
- Educate staff on client's needs to maintain consistent services.

Work Experience & Competencies:

- Bachelor's Degree or Equivalent Professional experience in the human services or related field.



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- Knowledge of violence dynamics and Alameda County resources for homeless and other underserved populations. Experience working in an emergency shelter environment.
- Domestic Violence Counselor Certification or willing to obtain shortly after hire. Minimum of two (2) years working with issues of Domestic Violence and a record of successfully facilitating change and/or innovation in the Domestic Violence or related field. Plus one-two years' experience in homelessness, substance abuse, mental health and child abuse.
- Valid California Driver's License, car insurance and personal vehicle.
- Ability to build supportive and respectful working relationships with staff and clients alike.
- Proven ability to work independently and as a team, being an effective and collaborative leader.
- Skilled at communicating with a team responsible for their own work but sharing the responsibility of the overall success of the program.
- Navigating through new roles with the intent of seeing them through to success.

Physical Requirements & Working:

The work environment and physical demands described are representative of those required by employee to perform to the essential functions of this job with or without reasonable accommodation.

- Ability to work at a desk or computer workstation.
- Ability to perform repetitive office tasks.
- Ability to review a wide variety of materials in electronic or hard copy form.
- Sufficient manual dexterity to enable the employee to operate a personal computer, phone, and related equipment.
- Must be able to lift 25 pounds.

To Apply:

Email your resume and cover letter to HR Manager, Esther Nand at enand@bfwc.org. In your cover letter, explain why you would like to join our team and are the best candidate for the job. Please title attachments with your first and last name ("Keisha_Taylor_Resume and CoverLetter.pdf"). Only applications that include all requested documents are considered. Submissions will be reviewed daily. We are looking to hire as soon as possible, first come first serve, and position is vacant until filled. Only short-listed candidates will be contacted. No phone calls please.



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Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Building Futures reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at any time with or without notice.

Building Futures with Women and Children is an Affirmative Action /Equal Opportunity Employer which hires without regard to race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other characteristic prohibited by federal and state law.