

Residential Case Manager

The Elizabeth Stone House (ESH) partners with adult and child survivors of domestic violence and related trauma – mental illness, housing instability and substance misuse – to achieve safety, stability, and overall wellbeing, thereby contributing to the strength, resiliency, and health of the community we serve. ESH Residential Programs for survivors of domestic violence include an emergency domestic violence shelter and a transitional housing program.

Position Summary

Residential Case Managers provide family-centered services for survivors of domestic violence in the emergency shelter and transitional housing program including: crisis intervention, risk assessment and safety planning, housing search, children's school enrollment and childcare, accessing government benefits, obtaining medical and mental health care, accessing legal assistance, budgeting, advancing education and employment goals.

Responsibilities:

- Develop and maintain supportive working relationships through regular contact with clients
- Provide crisis intervention and on-going risk assessment and safety planning for clients
- Provide assistance with obtaining emergency orders of protection, victim compensation, and appropriate community resources
- Accompany survivors to court, legal, medical, housing and other appointments as appropriate
- Accurately complete required documentation in a timely manner and on an ongoing basis
- Provide clients with support and education about domestic violence and the impact upon survivors and their families
- Support survivors in establishing and attaining their goals
- Develop and maintain referral sources and support networks
- Adhere to agency standards of trauma-informed, evidence-based, ethical practice
- Attend and participate in agency case review, supervision, and team meetings as required

Requirements/Qualifications:

- Bachelor's Degree in social work, psychology, or related field OR minimum three years of experience in domestic violence service setting
- Training and/or experience working with survivors of domestic violence. Experience working with clients with mental health issues and substance abuse histories preferred.
- Ability to work as a part of a dynamic team and manage multiple, sometimes competing demands
- Demonstrated willingness to work with a diverse population

Please email resume and cover letter to:

Tanya McLean, Director of Family Programming

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