

**FORT BEND COUNTY WOMEN'S CENTER, INC.**  
**JOB DESCRIPTION**

**CASE MANAGER/OUTREACH ADVOCATE**

REPORTS TO: Shelter Director

SUPERVISES: N/A

STATUS: Non-Exempt, Salaried Position

RESPONSIBILITIES: Assist clients with setting and achieving goals leading to safety, recovery and self-sufficiency, including identifying victim assistance needs and connecting clients to agency victim advocacy services. Assist clients in developing options for employment, educational and related objectives.

**DUTIES:**

1. Be professional and abide by agency core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork.**
2. Conduct safety planning and intervention services.
3. Provide resource options available including pro's and con's of action and inaction on the part of the client toward achieving service goals.
4. Coordinate and follow up with specialized service providers (e.g. housing specialist, career development specialist, etc.) to ensure client is meeting social service goals through Client Service Plan.
5. Provide crisis intervention assistance to clients and prospective clients.
6. Provide accompaniment as needed.
7. Conduct casework with clients to include goal setting regarding trauma recovery, education, job training, employment, personal financial planning, need to refer to victim advocacy program, and other services as necessary.
8. Oversee client transportation needs.
9. Coordinate programs & services for clients including, but not limited to, support and/or therapeutic groups, employment and self-improvement to ensure continued care.
10. Be knowledgeable of community resources.
11. Maintain client records of casework activities.
12. Serve as an advocate on behalf of clients.
13. Complete accurate documentation and maintenance of client files.
14. Complete Client Service Plan.
15. Act as **child advocate** (includes having knowledge of child development, parenting skills, and dynamics of family relationships; sensitivity to the needs of children; ability to respond in a constructive, supportive manner to the parent and child clients in crisis; ability to plan and implement activities for children; knowledge of the local network of children's services).
16. Act as **legal advocate** (includes having a working knowledge of Texas laws pertaining to family violence/sexual assault, as well as the justice systems; response to family violence/sexual assault; be familiar with legal services, resources, and procedures available to victims in each county where services are provided; assist clients in safety planning and re-evaluation of the safety plan as part of an individual service plan; identify legal rights and options as

- part of individual service plans).
17. Have knowledge of grant objectives and goals including the timely completion of timesheets and other grant related paperwork.
  18. Conduct intake and initial casework with each new client within 48 hours of intake if in shelter and a minimum of once weekly thereafter to facilitate client's goal setting and safety planning.
  19. Conduct follow-up and keep accurate records.
  20. Assist with providing hotline coverage as requested.
  21. Plan and coordinate educational and personal growth oriented programs for clients.
  22. Solicit and participate in community awareness/education events and speaking engagements to educate the community about the problems of domestic violence, sexual assault, and homelessness including DV & SA awareness month.
  23. Provide victim information to clients, including referrals to the victim assistance/other advocacy staff as appropriate.
  24. Demonstrate leadership, communication, and problem solving skills in a manner which encourages and empowers clients to seek remedies for positive change.
  25. Make independent decisions to benefit clients and the agency as a whole.
  26. Work weekend and evening shifts as requested.
  27. Participate in the PAV (personal accompaniment volunteer) program as requested.
  28. Complete client check requests in a timely manner being aware that whenever a mistake is made that causes us to overpay for a client, the Case Manager is responsible for collecting from the client and returning the overpayment.
  29. Attend staff meetings as requested.
  30. Other duties as assigned.

**HOURS:** 40 hours per week. Hours may be flexible as necessary to achieve program objectives, tasks, activities, and to effectively document outcome measures and variances.

**QUALIFICATIONS:**

- Sensitivity and knowledge regarding the issues of family violence and sexual assault and the impact of these crimes on adult and child survivors.
- Ability to remain calm in crisis situations.
- Understand client programs and dynamics of communal living.
- 4-year degree preferred in a related field or HS diploma and 2 years of related experience; or, 5 years of evidenced successful experience in a related setting.
- Have valid Texas Driver's License and carry auto liability insurance as required by the State of Texas
- Pass a criminal background check and drug screening.

**BENEFITS:** Medical and dental insurance plan, 403B, paid time off, and holiday leave.

**SALARY:** \$ 31, 200 and up depending on education and experience

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Employee

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Date

*Case Manager/Outreach Advocate*