

**Title: Case Manager - Victims of Crime  
(3 Years Grant Funded)**

**Department: Elder Affairs Program**

**Hours Worked: 37.5 hours per week.**



## **Job Description**

Reports to: Program Director

Supervises: None

FLSA Status: Non-Exempt

### **Essential Duties and Responsibilities:**

- Complete client Intake to determine eligibility for programs and services.
- Case management, including assessment of client needs, development of individualized service plans, safety planning, assisting with crime victim compensation claims, when possible, information and referral, and routine follow-up to ensure that the victim's needs are being addressed.
- Assist in meeting needs for shelter, housing, and sustenance, to include access to a variety of emergency and transitional shelters, group and independent living options, and food.
- Coordination of care to meet client medical, dental, substance use treatment, and mental health needs.
- Victim advocacy, information about crime victims' rights and services to help clients exercise their rights as crime victims within the criminal justice process.
- Connect clients to services for literacy education, job training, and/or education and GED assistance, and employment assistance.
- Connect clients to life skills training, including managing personal finances, self-care, parenting classes, and programs that help clients achieve self-sufficiency.
- Connect clients to transportation assistance when needed.
- Connect clients to childcare services to facilitate the victim's participation in services when needed.
- Provide 24-hour response, including evenings and weekends, to client emergencies and emergency calls from law enforcement. This may include hotline services, call forwarding systems, or rotating on-call cell phones, and a protocol for responding to victim emergencies and emergency referrals after hours.
- Connect clients to legal services; for example, assistance on family and civil matters related to victimization, including, but not limited to, protection from abuse orders, representation in family court proceedings, and emancipation of minors.
- Determine entitlement eligibility through social/financial assessments, assessment of eligibility for other public or community-based programs, assistance in accessing publicly funded programs.
- Visit clients at their place of residence.
- Assist Program Director in collection of client services and statistical information for grant/board reporting.

- Distribute information and education about program services, victim rights, available services, and elder abuse prevention. This could include staffing tabling and networking events in the community.
- Document services provided, progress towards service plan goals, including client contacts through case notes clearly and appropriately.

This is a sampling of duties. Other tasks, responsibilities, and duties may be assigned as needed.

### **Qualifications:**

- Bachelor's degree in social work with two years relevant experience in case management.
- Ability to work effectively with the elderly.
- Strong interpersonal skills and flexibility
- Ability to forge a mutually respectful partnership with their supervisor, co-workers, and clients. Catholic Charities employees will be provided with the training to develop an understanding of and sensitivity to cultural differences. This sensitivity includes but is not limited to specific cultural and ethnic groups, religious differences, various socio-economic groups, and those living alternative lifestyles.
- Effective communication skills, both verbal and written.
- Work requires the ability to prioritize and set limits.
- Ability to work independently with little or no direction/ follow-up to complete tasks/ job assignments.
- A commitment to empowering others to solve their own problems.
- A conviction about the capacity of people to grow and change.
- The ability to establish a respectful relationship with people served to help them gain skills and confidence.
- The ability to work as a team player and collaborate with other personnel and / or service providers or professionals.
- Knowledge of community programs for the elderly
- Respect and appreciate the right of confidentiality/privacy.
- Knowledge and Support of Catholic Church teachings
- Florida Driver's License, excellent driving record, and access to vehicles
- Exhibits professional telephone manners, people skills, confidentiality.
- Ability to work effectively with Diocesan employees, pastors, departments heads, representatives of other agencies and the public.
- Ability to multi-task, work independently and make responsible judgment calls.
- Ability to respect confidentiality and consistently exercise discretion and good business judgment.
- Ability to work irregular hours.

### **Physical Requirements:**

- Job demands may require extended hours from time to time.
- Ability to work closely with others and alone.
- Willingness to travel throughout the Diocese of Palm Beach to fulfill job requirements.
- Willingness to respond to emergency situations without notice.
- Willingness to prioritize and respond to the needs of potential clients.
- Occasional light lifting and carrying of under 15 pounds.
- Occasional moderate carrying and lifting of 15 – 44 pounds.

- Frequent use of both hands and fingers (i.e., typing)
- Frequent extended periods of sitting.
- Occasional periods of standing, kneeling, and climbing.
- Occasional ability of minimal hearing (i.e., driving) and routine hearing (i.e., listening to others in conversation)