

## WHAT YOU'LL DO

The Family Advocate Case Manager is primarily responsible for providing empathic, nonjudgmental support and direct case management services to adult and children who are victims and survivors of intersecting forms of violence and abuse through the agency's Residential Program and 24 hour hotline. They will assist clients in creating individualized goal and action plans, and will facilitate appropriate linkages with community agencies and service providers.

## WHO WE ARE AND WHAT WE DO

Our start as a grassroots, small group of committed individuals began in 1986. We have expanded and grown to an increasingly bold and empowered agency that advocates for change while supporting survivors in Orange and Sullivan Counties in NY.

## THE FEARLESS! MISSION

To build an informed, just, and accountable society so all people can experience supportive and safe relationships free from abuse, exploitation, and oppression. We do this through education, prevention, advocacy, and providing comprehensive services, including shelter, to victims and survivors of interpersonal violence, human trafficking, sexual violence, and other types of crime victimization.

## WHO SHOULD APPLY

The Fearless! Family Advocate Case Manager is:

- Passionate about ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
- Self-motivated and invested in continuous growth, training, and skill building.
- Collaborative and works effectively with colleagues, clients, and community partners.
- Confident and able to learn quickly, make an immediate impact, and contribute value-added service to clients, community partners, and colleagues.
- Flexible and adaptable to operating in an ever-changing fast, paced environment.
- Committed to being an effective communicator who can connect and build relationships with colleagues, clients, and community partners.
- Human-centric and solution-focused, keeping the client's needs as the driving force.

## WHAT YOU'LL BRING ALONG

- Must have a Bachelor's degree in human services or a related field or equivalent work experience in providing Direct Crisis Counseling and Advocacy Services.
- Must be knowledgeable in Microsoft Office programs
- Experience with client management software
- Valid Driver's License & Auto Insurance
- Ability to lift up to 50 lbs. when necessary
- The desire to make a difference.

**POSITION TITLE:** Family Advocate Case Manager

**REPORTS TO:** Residential Services Director

**PRIMARY WORKSITE:** Confidential, Orange County

**WORK HOURS:** 40 hours, primarily Monday through Friday, during business hours, with evening availability. Flexibility is required, given 24/7 staffing requirements. Staff are not permitted to leave until relieved by another staff member.

## KEY RESPONSIBILITIES

### Family and Youth Advocacy

- Provide culturally-informed, trauma-responsive crisis intervention, and nonjudgmental, supportive hotline counseling, assessments, shelter screenings and intake interviews for hotline callers and adult and youth clients within the Shelter.
- Proactively provide comprehensive services to clients, including, but not limited to:
  - Individual and/or group supportive counseling;
  - Advocacy and accompaniment, including assistance in preparing court documents, accessing support and services through other agencies, and transportation;
  - Safety planning and risk assessment;
  - Follow-up contact, as safe and appropriate, and outreach; and
  - Information and referrals to outside agencies and providers (i.e.: legal, housing, transportation and economic options).
- Meet with each parent residing in the shelter within one week of entrance, and weekly thereafter, to provide comprehensive services, including assessment of needs for parents, their children, and family unit. With each parent, formulate goals and a plan of action for accomplishing goals (to be revisited).
- Provide advocacy and support around the needs of youth in Shelter and support enrollment and/or continuation of school services.
- Assist clients in exploring options regarding the legal system, housing and economic/financial options, and provide advocacy with community agencies, including DSS, medical providers, courts, counseling agencies, housing agencies, Social Security, etc.
- Proactively facilitate supporting clients to necessary linkages to other services and agencies in the community.
- Work collaboratively with parents and staff to implement programming and activities for youth and families in the shelter.
- Learn, support and implement the philosophy of the Nurturing Parenting program within the shelter.
- Encourage, model and teach healthy expression of emotions and feelings, nonviolence conflict resolution and discipline.
- Facilitate weekly support group(s) for adult and youth clients, as scheduled

- Provide clients with information regarding the NYS Office of Victims Services, assist with filing applications for OVS compensation, and serve as a liaison between clients and OVS.

## Safety & Hygiene (Relative to Client Living Environment)

- Actively engaging in basic housekeeping, maintenance, organization of donations, and other assigned tasks.
- Complete safety checks of the shelter residence as scheduled.
- Ensure ongoing compliance with State and other regulations regarding the condition of the residence and services provided.

## Administrative & Agency Responsibilities

- Attend and actively participate in supervision with Residential Services Director, program-specific and agency-wide meetings, training, awareness month activities, and agency events.
- Maintain the confidentiality of clients, staff, volunteers, and agency information.
- Maintain the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation of work activities are complete and up-to-date and submitted to the supervisor, as directed.
- Ensure timely response and follow-up to email communication and voicemail messages.
- Staff members are encouraged to be flexible and responsive to changes in the scope of duties, including other duties as assigned by immediate and other supervisors.

## Additional Must-Have Requirements

- Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and the community.
- Demonstrates good judgment with the ability to make timely and sound decisions.
- Experience with data management and knowledge of Microsoft Office.
- Reliable transportation.

## Bonus Qualifications:

- Direct experience working within residential settings, social services, and with the homeless population is preferred.
- Bilingual/bicultural candidates are strongly encouraged to apply.

## Conditions of Employment:

Employment is contingent upon the successful completion of certain background checks, which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.