

BRIGHTER TOMORROWS, INC.

Shelter Case Manager

Job Description

Employment Status:	Full-time, Exempt
Immediate Supervisor:	Director of Client Services
Supervises:	None
Prerequisites:	<ul style="list-style-type: none"> • Bachelor's Degree in social services or equivalent experience • Minimum of two (2) years social service experience with domestic violence service • Working knowledge of Texas law pertaining to justice systems to domestic violence, familiar with legal services, resources and procedures • Outstanding verbal communication skills • Valid Driver License and vehicle insurance • Demonstrated ability to maintain confidentiality
Required:	<ul style="list-style-type: none"> • Bilingual: English/Spanish
Job Objective:	<ul style="list-style-type: none"> • Provide domestic violence services for resident clients
Prime Functions:	<ul style="list-style-type: none"> • Provide peer counseling, information and referrals and assist with safety planning for shelter clients • Maintain documentation on all clients as required by agency policies and submit reports as required • Act as liaison between survivors and the legal and medical systems, identifying their legal rights and options, as well as advocating on behalf of survivors, provide court accompaniment as required • Transport clients when necessary • Attend Staff meetings as required • Assist clients in filling out forms for and/or preparation of protective orders, child support, job resume and Violence Against Women Act (VAWA), etc. • Comply with all agency policies, procedures, and grant requirements • Return phone or email within a reasonable time if information needed regarding work situations • Answer hotline during assigned shift • Other duties as assigned
Physical Requirements:	<ul style="list-style-type: none"> • Ability to climb stairs easily • Reliable transportation • Lift and carry up to 25 lbs • Reach and bend with flexibility

Employment with Brighter Tomorrows is on an at-will basis, in accordance with applicable state law, meaning that the employee and the agency are each free to terminate the relationship at any time, with or without cause or advance notice. Employees have no contract, assurances, or guarantee of continued employment with the agency. No verbal communication or written document will provide such a contract, assurance, or guarantee.

I acknowledge receipt of the above job description.

Employee

Date