



Case Manager-Direct Services

The Women's Center is seeking a **Case Manager-Direct Services** for the Rape Crisis and Victim Services program. The Case Manager-Direct Services is responsible for providing direct case management and crisis support services to departmental and walk-in clients.

- The Case Manager-Direct Services position is benefit-eligible, 35-hours per week, weekdays between the hours of 9:00 AM and 5:00 PM. This position also participates in the Center crisis response team rotation providing back-up for telephone and hospital response calls when assigned and answer 24-hour hotline and business lines

Responsibilities include:

- Answers 24-hour hotline and business lines
- Provides psychosocial assessment, screening, and case management services in combination with the assigned therapist for counseling clients, and in an independent manner for non-counseling clients of the Center
- Develops a comprehensive action plan with established goals to assist in resolving the client's social needs and/or problems
- Refers the client, and advocates on her/his behalf to partner and community resource agencies that provide assistance in addressing the needs and achieving the established goals
- Provides follow-up support (when appropriate) for clients in order to assure problem resolution
- Provides accompaniment services to clients for sexual assault examinations, legal processes and law enforcement investigative interviews
- Assists clients in completing Crime Victims Compensation forms
- Provides follow-up phone calls to clients seen at rape exam sites
- Makes psychosocial assessment calls for clients on the clinical waitlist
- Makes reports to Child Protective Services, law enforcement, and Adult Protective Services and other protective entities as appropriate

Required Education and Preferred Experience:

- Master's degree in Social Work from an accredited college or university
- LMSW licensure in Texas
- Completed Rape Crisis and Victim Services 40-hour training certified by the Office of the Attorney General
- Knowledge of crisis intervention theory and techniques
- Knowledge of community resources
- Experience in case management with sexual assault and sexual abuse survivors
- Spanish-speaking bilingual candidates preferred

Email current resume, cover letter and salary requirements to: advocate@womenscentertc.org

SUBJECT LINE: Case Manager-Direct Services

This posting will close on April 8, 2022. NO PHONE CALLS PLEASE.

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