POSITION DESCRIPTION

Position: Latina Shelter Case Manager
Program: Shelter/Housing
Status: Permanent, non-exempt employee, full time
Starting Pay: $21.66-$25.00/hr, up to $26.65 with tenure, benefits available first of the month following date of hire
Hours: Regular schedule consisting of some weekdays, evenings, and overnights
Responsible to: Shelter/Housing Program Director

Staff with bilingual competencies provide an additional and essential value to our organization and we increase our starting wage accordingly for bilingual staff. This increase is reflected in the rate listed above.

Note to Candidates:

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. Clackamas Women’s Services is committed to building a diverse and inclusive organization and we strongly encourage you to apply, even if you don’t believe you meet every one of the qualifications as described or if you require a reasonable accommodation to apply for or perform job duties.

About Clackamas Women’s Services (CWS)

Clackamas Women’s Services (CWS) was incorporated in 1985 as Clackamas County’s first shelter for survivors escaping family violence and domestic abuse. CWS’ service delivery framework is built on trauma-informed best practices that promote safety and self-determination. Our vision is to live in a society that no longer tolerates domestic and sexual violence, but rather thrives on mutual respect.

CWS offers comprehensive, responsive solutions for adults and children impacted by sexual assault, domestic violence, stalking, the sex industry, and elder abuse. Through our emergency shelter, A Safe Place Family Justice Center, satellite offices and throughout the community, CWS coordinates services with other public and private agencies in order to best serve survivors seeking help. Participants in our programs receive no-cost services by highly trained staff.

CWS is committed to building an organizational culture that reflects our values. We envision a community of survivors, staff, partners, volunteers, and donors who are deeply committed to breaking the isolation of domestic and sexual violence. We do this by creating community and partnership, honoring, and celebrating survivors, and engaging in work toward equity and social change through community engagement and by investing internally in continual improvement and learning processes. We are dedicated to the ongoing work of creating and sustaining a community where everyone can thrive.

Benefits of working at CWS:

Clackamas Women’s Services is proud to offer competitive wages, paying above market for all positions and offering a full package of benefits including:

- 100% employer-paid health, dental, vision, and alternative care benefits.
- 100% employer-paid long-term disability and life insurance.
- Generous PTO (39.5 days in first year based on accrual).
- Paid day off for birthday.
Position Purpose:

Responsible for providing case management, advocacy, and support services to participants of the CWS shelter and housing programs with a focus on serving Latina survivors. The Case Manager role requires an ability to provide non-judgmental support with unconditional positive regard, transparent and honest communication as well as the ability to be flexible and creative in a variety of changing situations.

Key Responsibilities:

1. Provide on-site and in-home individualized case management for participants in the CWS shelter and housing programs, including:
   - Safety planning
   - Crisis intervention services
   - Supporting participants in their goals for self-sufficiency and growth (i.e., budgeting, financial empowerment, domestic violence education, physical and mental health, parenting education, etc.).
   - Assistance with Temporary Restraining Orders, Sexual Assault Protective Orders and Stalking Orders
   - Domestic violence and sexual assault education
   - Accompaniment to appointments or meetings with a variety of service providers (DHS, Court, Immigration, etc.)
   - Providing transportation to participants in agency vehicle

2. Provide culturally specific case management for Latina survivors in the CWS shelter and housing programs, including linguistically appropriate services and co-case management with other culturally specific providers.

3. Share and provide support around local Latino community issues as they relate to domestic and sexual violence.

4. Answer the CWS crisis and support line: giving appropriate information, support and referrals for callers and response to Lethality Assessment Protocol (LAP) calls from law enforcement partners.

5. Staff CWS emergency shelter, providing phone screens, intakes, supporting participant exits and transitions and ensuring the safety of the shelter and participants.

6. Provide a wide variety of advocacy strategies and engagements (referral, accompaniment, providing resources, role-play, calling on behalf, support, system navigation, advocacy, etc.) to shelter and housing participants.

7. Communicate in a trauma-informed manner and provides comprehensive information to shelter and housing participants in an accessible way.

8. Build relationships and rapport with shelter and housing participants and foster community building.
9. Contribute to a successful team within the shared case management system and work from a team-based approach in conjunction with other shelter and housing case managers. Provide support and assist coworkers in response to fluctuations in workloads.

10. Provide shelter and housing participants with information and support regarding domestic and sexual violence, oppressions, trauma, communal living, parenting, immigration issues and related topics.

11. Assist shelter participants with cleaning and upkeep of the shelter facility, prep rooms for entering participants, and assist with annual shelter closure.

12. Provide back-up support for the shelter through on-call rotation. Back up support will be provided 24/7 on a CWS back up phone that you will be required to carry while you are out of the office during your rotation.

13. Represent CWS at culturally specific service meetings (CWS Latina Leadership Team, Latina Provider Chat, Promotoras, etc.) as requested.

14. Facilitate on-site support and self-care groups as requested.

15. Work to establish effective, positive, and ongoing relationships with community partners.

16. Represent CWS at community meetings, speaking engagements and educational trainings as requested.

General Responsibilities:

17. Represent the mission and values of CWS to program participants and community partners.

18. Complete documentation of all services, including intakes, releases of information, demographics tracking and statistics within the CWS database for all participants on a minimum of a weekly basis.

19. Maintain appropriate participant confidentiality in accordance with advocate privilege and federal statutes.

20. Provide consultation and support for community partners through collaboration and information sharing regarding the dynamics of domestic violence and sexual assault and its impact on survivors.

21. Work in conjunction with other staff to provide consistent services to participants.

22. Participate in speaking engagements and educational trainings as requested.

23. Attend CWS all staff meetings and regular check-in meetings.

24. Meet regularly with the Shelter/Housing Program Manager to plan and prioritize projects.

25. Submit necessary monthly timesheets and mileage reimbursement forms. Manage daily schedule appropriately.

26. Other duties as assigned.

QUALIFICATIONS:

- Bilingual (Spanish/English) and bi-culturally competent.
- Experience working with a broad range of issues affecting Latinos in the community in particular understanding of dynamics of domestic/sexual violence and how it affects the Latino community.
- Experience supporting survivors of domestic violence and/or sexual assault. Case management or advocacy-based experience preferred.
- Demonstrated understanding of domestic and sexual violence and its effects on survivors, their children and society.
- Demonstrated understanding of systems of oppression, ability to work effectively and non-judgmentally with individuals from diverse backgrounds and understanding of culturally competent service delivery.
- Enthusiasm for working collaboratively with a wide range of public and private systems intersecting with the DVSA field (law enforcement, DHS, courts, education, etc.).
- Reliable transportation required; position includes use of personal vehicle to complete some tasks.
- Must be able to travel throughout Clackamas County and the Greater Portland Area.
- The person in this position frequently: ascends(descends) stairs; moves household items, furniture, and other items (up to 50 lbs.) from one place to another, assists in households’ tasks in the shelter home such as cleaning and stocking shelves and regularly moves throughout CWS worksites to access files, meet with participants, and move supplies.

We are committed to building a diverse and inclusive workforce that represents the communities we serve. Women, people of color, LGBTQ+, older adults, and people with disabilities are strongly encouraged to apply.

Please submit a resume and cover letter to hr@cwsor.org with the subject line of “Latina Shelter Case Manager”.

________________________________________
Signature
Date

________________________________________
Signature
Date