

## **Victim Services Case Manager**

### **Summary:**

The Victim Services Case Manager is responsible for delivering direct services to LGBTQ and homeless youth who are victims of crime. The Victim Services Case Manager works with each crime victim to develop a client-centered plan for reaching goals and objectives. This position supports the organization's objective to improve the health and wellness of LGBTQ community members in order to create a region where LGBTQ people thrive.

This position reports to the Youth Programs Manager and works in partnership with other programming staff and stakeholders as well as directly with community members of diverse backgrounds. This is a full-time, non-exempt position.

### **Responsibilities:**

- Conduct intakes with new clients; Assess client vulnerability and make recommendations
- Provide trauma informed crisis intervention, as needed Provide intensive case management to clients as appropriate including working with outside agencies to secure wrap around services for client
- Develop short-term case plans for clients to meet immediate needs; Work with each client to develop Individual Success Plans (ISP) to meet medium and long-term goals
- Design and facilitate workshops on life skills such as maintenance of a residence, healthy living, job readiness and employment searches, GED prep, and financial aid
- Participate in the design and facilitation of support groups for youth; participate in the implementation of social recreational youth development activities
- Monitor and track crime victims' performance outcomes, goals, and needs; Maintain complete and accurate files on all clients and services provided in the database
- Co-develop housing facility protocols and procedures
- Maintain confidentiality for clients and personnel
- Keep supervisor informed of all program, staff, and client developments including concerns, write ups, disciplinary actions, and grievances
- Serve as a representative of the organization in collaborative partner networks and at related community and Center events and activities
- Attend in-service and off-site training as required
- Participate in staff meetings, planning meetings, and other meetings as needed
- Other duties as assigned

### **Qualifications:**

- Master's or Bachelor's degree or equivalent 4-6 years' experience in psychology, sociology, social work, organization management, human services, youth development, public health, education, or related fields.
- 2-4 years' experience in case management, counseling, or related experience
- 1-2 years' experience providing direct services to high risk youth including counseling and advocacy
- Ability to anticipate and address crises, problem-solve effectively, and maintain appropriate boundaries in a high-pressure environment with strict deadlines

- Knowledge of Trauma Informed Service Model and client-centered approach; Ability to relate to people of different abilities and cultures in an empathetic, non-judgmental way
- Experience in program development and implementation; is a strong team leader/player
- Experience in training and supervision of staff and volunteers
- Experience working with LGBTQ populations and a familiarity with issues of particular relevance to the diversity of identities within the LGBTQ community
- Working knowledge of community resources as they relate to homelessness and youth
- Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration status, and physical abilities in a multicultural environment; Ability to work independently and as part of a team.
- Good written, verbal, and interpersonal communications skills
- Bilingual fluency in English and one or more other languages is preferred
- Proficient computer skills and knowledge including Microsoft Word, Microsoft Excel, internet, email and Google Applications are essential
- The person in this position may be required to sit or stand for extended periods, maneuver tight storage space, move objects up to 50 pounds, ascend/descend stairs, operate computers, copiers, and other office equipment, open and close filing cabinets and boxes, observe visitors, and communicate messages and tone by telephone.
- Must have a valid driver's license and reliable automobile transportation with proof of valid insurance. Must be willing to drive during work hours for pick-up, drop-off and transportation of clients and materials as necessary.
- Must receive and pass the CPR/First Aid within the first three months of employment
- Offers of employment may be contingent on satisfactory results of a criminal history background check.
- Passion for the Center's mission and work to create a region where LGBTQ people thrive

**Compensation:**

- Full time, non-exempt, 40 hours per week
- \$17.00 per hour
- Monthly stipend to assist with health coverage
- Paid vacation, sick time, and holidays
- Annual professional development opportunities

**To apply:**

Go to [SacCenter.org/careers](http://SacCenter.org/careers) and please submit a cover letter and a resume in a Microsoft Word or Adobe PDF document by email to [Jobs@SacCenter.org](mailto:Jobs@SacCenter.org). No phone calls or in-person.

**About the Organization:**

The Sacramento LGBT Community Center works to create a region where LGBTQ people thrive. We support the health and wellness of the most marginalized, advocate for equality and justice, and work to build a culturally rich LGBTQ community.

Position is located in Sacramento, CA.

**Equal Opportunity:**

The Sacramento LGBT Community Center is an Equal Opportunity employer. We actively seek applications from lesbians, gay men, women, bisexual, transgender individuals, people of color, people with lived experience in homelessness, mental health, living with HIV/AIDS and disabilities.

