

Victim Services Case Manager

Job Summary:

The Victim Services Case Manager is responsible for providing direct, supportive, and individually tailored services to 18-24-year-old LGBTQ+ youth experiencing homelessness who have been victims of crime. This position is responsible for developing and implementing client-centered service plans that support individually established goals. This position supports the organization's mission to support 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, grant-funded position.

Responsibilities:

- Responsible for intakes and orientation with new youth clients; assess client vulnerability through motivational interviewing; and make individualized plan recommendations.
- Provide trauma informed crisis intervention, as needed.
- 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.
- Conduct intensive case management including collaboration with outside agencies to secure wrap around services for clients.
- Maintain precise and accurate documentation of client goals and needs, case management services, including client files and service entries into the program database and the Homeless Management Information System (HMIS) and Office for Victims of Crime Performance Management Tool (OVC PMT) systems.
- Transports clients as needed.
- Participate in the design of support groups and workshops for youth.
- Adhere to agency and program policies, procedures, and protocols including the maintenance of confidentiality.
- Keep supervisor informed of all program, staff, and client developments including concerns, accountability actions, and grievances.
- Serve as a representative of the organization in collaborative partner networks and at related community and Center events and activities.
- Participate in staff meetings, planning meetings, trainings, and other meetings as needed.
- Performs other duties as assigned.

Qualifications:

- Must be 21 years of age.
- MSW or MA in social work or related field from accredited graduate school and minimum one-year experience providing direct service is preferred.
- BA in a related field from an accredited university or college and 2-4 years of direct service experience in case management, counseling, or related experience is acceptable; or 6-years of direct service experience in the related fields may be substituted for formal education.
- Passion for the Center's mission and work to create a region where LGBTQ people thrive and a commitment to follow all policies and procedures of the organization
- Experience working with LGBTQ+ and homeless youth populations and a familiarity with issues of particular relevance to intersectional identities within the LGBTQ+ community; lived experience is a plus.
- Understanding of harm reduction frameworks and the Trauma Informed Service Models and how they apply to client-centered approach.

- 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 an empathetic and empowering way.
- Working knowledge and relationships with community resources as they relate to crime victim services, homelessness, and youth.
- Ability to anticipate and address crises, problem-solve effectively, and maintain appropriate boundaries working independently and in collaboration with a team.
- Excellent interpersonal, verbal, and written communication skills.
- Bilingual fluency in English and one or more other languages is preferred.
- Proficient working knowledge of Microsoft Office 365 including Outlook, Word, Excel, PowerPoint, OneDrive, client services databases.
- The person in this position may be required to sit or stand for extended periods, maneuver tight storage space, move objects up to 25 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 certification within the first three months of employment.
- Offers of employment may be contingent on satisfactory results of a criminal history background check.

Compensation:

- Full time, non-exempt
- \$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 <http://saccenter.org/careers>. Please submit a cover letter and a resume in a Microsoft Word or Adobe PDF document by email with "Case Manager" in the subject line to jobs@saccenter.org. No phone calls or in-person applications please.

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 all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, HIV/AIDS status, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

