

# Assistant Case Manager

## Job Details

---

<b>Job Location</b>	<b>Education Level</b>	<b>Position Type</b>
Her Well-Brookshire, TX	College or Social Work Experience	Part-Time
<b>Travel Percentage</b>	<b>Job Shift</b>	<b>Job Category</b>
Up to 25%	Day- Some Evenings	Nonprofit - Social Services

## Description:

As the Bilingual Assistant Case Manager at Her Well, you will implement an effective working relationship with Children's Protective Services (CPS), the District Attorney's Office, the Local Police Department, and the community to improve the coordination of services for the Her Well Center clients. This role will manage the documents needed for Her Well to remain Federal Funding compliant for VOCA. The Bilingual Assistant Case Manager will assess the survivor's needs, connect to appropriate services, and advocate to ensure the provision of comprehensive services that meet the identified needs/goals. The Bilingual Assistant Case Manager will implement services with a trauma-informed, evidence-based, and client-centered approach while assisting clients in working toward self-sufficiency.

### Your Schedule:

- 20-25 hours
- Starting Pay Rate: \$12 hourly
- Pay schedule bi-monthly
- Saturday 8:30 am - 2:30 pm (only on basic self-defense training days. When worked on Saturday, the following Monday will be your day off.)
- Monday 9 am- 1 pm
- Tuesday 9 am- 1 pm (unless there is a group session that evening. Then the hours will be 9 am- 12:30 pm and 6:00 pm - 6:30 pm)
- Wednesday 9 am- 1 pm
- Thursday, 9 am-1 pm ((unless there is a group session that evening. Then the hours will be 9 a.m.- 12:30 p.m. and 6:00 p.m. - 6:30 p.m.)

- Friday 9 am- 1 pm
- Local Travel: 25%

Imagine a place where your skills can make a difference in people's lives. Working at the Her Well Center gives you a rewarding experience in which our employees work together to empower survivors to reclaim their hope, regain their voice, and resist the urge to isolate. We are committed to doing the work and challenging each other to be an organization where everyone is respected and heard.

---

## Qualifications

---

### **The Requirements We are Seeking:**

- Some College Education in Psychology, Sociology, Social Work, Criminal Justice, and Social Sciences
- A minimum of one year experience working as a Case Manager, working with survivors of domestic and sexual violence, or in a similar social service setting working with vulnerable populations with clients from diverse backgrounds.
- Proficient in Microsoft Office, specifically Word, Outlook, Teams, Excel, Google Docs, Google Sheets, Google Forms, Zoom, Mailchimp, and Canva.
- Bilingual in both English and Spanish, able to read, speak, and write both languages fluently.
- You have a valid Texas driver's license with a good driving record, reliable transportation, ability to travel to off-site locations utilizing personal transportation
- Clean Criminal Background Check and no opened Protective Orders

### **What you Deliver in this role:**

- You will provide crisis intervention, emotional support, information & referral, education, support, and advocacy to survivors of domestic and sexual violence.
- You will conduct danger assessments with survivors and create safety plans based on each client's individual case and needs
- You will provide shelter screenings and coordinate shelter placement and emergency transportation of clients.
- You will make CPS and APS reports as required and needed.
- You will keep accurate client and hotline data/records for monthly reports.
- You will communicate with the Volunteer Coordinator, Contact Counselors, on-call staff, including Supervisors, hospital accompaniment, counselors, and community partners.
- You will collect and input data, record notes, and receipts for the Federal VOCA Grant to remain compliant.
- You will communicate with the Her Well volunteers about any events needing help.

- You create the monthly newsletter to go out to our subscribers and donors.
- You will help set up, take down, and ensure any documents needed for each Her Well event.
- You collaborate with community organizations: Develop and maintain partnerships with local community organizations to enhance client support services and referral options.
- You will attend mandatory monthly meetings and training with the Hotline & Crisis Intervention Services Coordinator, All Department Staff Meetings, and/or meet as assigned.
- Other duties/projects may be assigned

**What Skills and Assets you bring, and more:**

- Excellent attention to details
- Demonstration of professional objectivity and appreciation for confidential information
- Ability to remain calm in difficult situations.
- Ability to follow instructions and to adhere to policies and procedures
- Ability to prioritize tasks to meet individual and team deadlines
- Proficient in Microsoft Office and Google
- Has a growth mindset and is a good team player
- Strong communication skills, both verbally and in writing.

When you work here at Her Well, you show survivors they matter and that we care about them. Your work at Her Well will empower a survivor and equip the community with the services Her Well provides. Together, we can help Her reclaim her hope, regain her voice, and resist the urge to isolate. We strive for a common cause: ending domestic and sexual violence for ALL.