



## Cow Creek Government Office

### Position Description

**Position Title:** VOCA Transitional Case Manager

**Department:** Human Services

**Reports To:** Human Services Director

**FLSA Designation:** non-exempt

**Date Written/Revised:** 09/20/2019

#### POSITION PURPOSE:

The VOCA Transitional Housing Case Manager will provide live on site in victim-related transitional housing to provide case management services for the Tribal Victim services program. The transitional case manager is responsible for establishing a professional and supportive oversight of the transitional housing units by providing intake, development of case plan for services, referrals and provide ongoing case management to assist victims in achieving long term stability. The case manager will work closely with NeighborWorks Umpqua to implement this project.

#### ESSENTIAL FUNCTIONS:

- Live on site while employed and follow all housing requirements and rules.
- Accept referrals and assist with pre-screening and intake to determine program eligibility for services by working closely with Tribal Victim Services Staff and community partners.
- Manage grant by working with grant manager, meeting grant reporting requirements by providing timely reports, and following the conditions of the grant.
- Conduct initial intake and needs assessment interview with all clients and assist with housing application forms and keep efficient and thorough records.
- Ensure clients follow housing rules and enforce warnings and sanctions if necessary.
- Evaluate client histories, arrange case consultations, and make recommendations regarding client eligibility.
- Develop individualized case plan and execute the plan by providing and/or referral for services.
- Work closely with Neighbor Works Umpqua, Tribal Programs and other community partners and contractors to ensure the delivery of adequate services and reporting requirements.
- Maintain accurate documentation and program records of service objectives and outcomes as well as other services and confidentiality in accordance with VOCA guidelines.
- Actively participate in staff meetings and trainings. Prepare Human Services case management related reports including but not limited to: outcomes, successes, etc.
- Adhere to strict boundaries and professional ethics in the care of others.
- Conduct crisis intervention as needed.
- Attend all required training/education related to duties and grant reporting requirements.
- Provide timely grant reports and work with the grant manager to remain in compliance with grant requirements.

- Be available 24/7 for crisis intervention.

**QUALIFICATIONS:**

- Master Degree Preferred /Bachelor Degree Required in Human Service field (psychology, counseling, social work, etc.).
- Experience in a social service agency providing direct services to clients AND working knowledge of case management systems and case planning techniques;
- Experience working successfully with multiple community partners;
- Working knowledge of trauma-informed care;
- Knowledge of victim services and interventions;
- Knowledge of intake procedures.