



Cow Creek Government Office

Position Description

Position Title: VOCA Case Manager

Department: Human Services

Reports To: Human Services Director

FLSA Designation: non-exempt

Date Written/Revised: 03/28/2018

Pay Grade: 10

POSITION PURPOSE:

The VOCA Case Manager will provide mobile general victim-related case management services for the Tribal member Victim services program. The social worker is responsible for establishing a professional and supportive first contact for intake, will conduct initial screenings for services, and provide ongoing case management.

ESSENTIAL FUNCTIONS:

- Answer referral line and direct all calls appropriately, including providing resource referrals to other agencies/services if applicable.
- Collect basic information from clients to begin a case file.
- Conduct initial intake and needs assessment interview with all clients.
- Evaluate client histories, arrange case consultations, and make recommendations regarding client eligibility.
- Maintain accurate documentation of service objectives and outcomes as well as other services in accordance with VOCA guidelines.
- Actively participate in staff meetings and trainings. Prepare 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/educated related to duties

QUALIFICATIONS:

- Minimum of Bachelor degree in human service field (psychology, counseling, social work, etc.).
- Experience in a social service agency with working knowledge of case management systems and planning techniques;
- working knowledge of trauma-informed care
- Knowledge of victim services and interventions
- Knowledge of intake procedures.