



Case Manager

The Women's Center is seeking a **Case Manager** for the Rape Crisis and Victim Services program. The Case Manager-Direct Services is responsible for providing direct case management and crisis support services to departmental and walk-in clients.

- The Case Manager position is benefits-eligible, 35-hours per week, weekdays between the hours of 9:00 AM and 5:00 PM. This position also participates in the Center crisis response team rotation providing back-up for telephone and hospital response calls when assigned and answer 24-hour hotline and business lines

Responsibilities include:

- Answers 24-hour hotline and business lines
- Provides psychosocial assessment, screening, and case management services in combination with the assigned therapist for counseling clients, and in an independent manner for non-counseling clients of the Center
- Develops a comprehensive action plan with established goals to assist in resolving the client's social needs and/or problems, including safety planning
- Refers the client, and advocates on her/his behalf to partner and community resource agencies
- Provides follow-up support (when appropriate) for clients to ensure problem resolution
- Provides accompaniment services to clients for sexual assault examinations, legal processes and law enforcement investigative interviews
- Informs and educates clients on criminal justice process and victim rights
- Assists clients in completing Crime Victims Compensation forms
- Provides follow-up phone calls to clients seen at rape exam sites
- Makes psychosocial assessment calls for clients on the clinical waitlist
- Makes reports to Child Protective Services, law enforcement, and Adult Protective Services and other protective entities as appropriate

Preferred Education and Experience:

- Master's degree in Social Work from an accredited college or university
- LMSW licensure in Texas
- Completed Rape Crisis and Victim Services 40-hour training certified by the Office of the Attorney General
- Knowledge of trauma informed care and crisis intervention theory and techniques
- Knowledge of community resources
- Experience in case management with sexual assault and sexual abuse survivors
- Spanish-speaking bilingual candidates preferred

Email current resume and cover letter to: advocate@womenscentertc.org

SUBJECT LINE: Case Manager

NO PHONE CALLS PLEASE

Our commitment is to maintain a work environment which is free of harassment, discrimination, or retaliation on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age (40 & over), disability, family medical history or genetic information, political affiliation, military service, other non-merit based factors or any other status protected by federal, state, or local laws.

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