



CASE MANAGER

The Women's Center is seeking a bilingual **Case Manager** for the Rape Crisis and Victim Services (RCVS) Program. This position is responsible for providing direct case management and crisis support services to departmental and walk-in clients.

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

Responsibilities include:

- Answers the 24-hour Sexual Assault Crisis Hotline and RCVS 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 that provide assistance in addressing their needs and achieving the established goals
- 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, Adult Protective Services and other protective entities as appropriate
- Performs translation or interpretation services when requested for client needs

Preferred Education and Experience:

- Master's degree in Social Work from an accredited college or university
- LMSW licensure in Texas
- MSW may be considered if sitting for licensing exam within six months of hire
- Spanish-speaking bilingual required
- Completed Rape Crisis and Victim Services 40-hour training certified by the Office of the Attorney General (will be provided upon employment with The Women's Center)
- 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

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

SUBJECT LINE: Case Manager • NO PHONE CALLS PLEASE

Women's Center is committed to maintaining an environment which is free of discrimination, harassment, or retaliation on the basis of race, color, religion, sex, age, disability, or any other status protected by federal, state, or local laws. Accordingly, all Center employees are responsible for complying with this non-discrimination policy in the conduct of their jobs.