



The Family Violence Prevention Center, Inc. / dba InterAct

Job Title:	Domestic Violence Case Manager	Job Category:	Full- Time, Exempt
Department/Group:	Personal and Economic Empowerment Program	Reports To:	Director of Personal and Economic Empowerment Program
Nights/Weekends Required:	Yes	On-Call Required:	Yes
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	yes
HR Contact:	Glenda Adams-Hardy, HR@interactofwake.org (919) 909-0487		

Job Description

Job Purpose:

The position of Domestic Violence Case Manager is part of the Personal and Economic Empowerment program (PEEPS) staff, which provides case management, advocacy and support services to adult victims and survivors of domestic violence and/or sexual assault. As a member of InterAct’s Personal and Economic Empowerment Team, the case manager must be an exceptional advocate, must share InterAct’s commitment to putting clients’ needs first, and must perform their work in a manner that consistently upholds our common values. Each member of InterAct’s staff fulfills an important role in furthering InterAct’s mission of providing safety, support, and awareness to victims and survivors of domestic and/or sexual violence and the entire community, as well as saving lives, re-building lives, and securing safer futures.

Duties include but are not limited to:

- Provide advocacy to clients of domestic and sexual violence.
- Provide case management support to clients, teaching strategies to live safely and independently, and assisting in short-term and long-term goals surrounding housing, educational advancement, and economic opportunity.
- Work collaboratively with other staff and/or service providers or professionals.
- Work shifts on the walk-in rotation and crisis lines schedule.
- Provide court advocacy and hospital response/advocacy as needed.
- Facilitate and manage the Domestic Violence Education Support group.
- Provide training and support to volunteers and interns.
- Serve as a liaison between InterAct and other community organizations on behalf of client.
- Maintain a role to empower clients and intervene appropriately to meet service goals.
- Maintain client documentation on weekly basis.
- Possess strong organizational skills with ability to meet a demanding workload.
- Enter all client related tasks and actions performed into agency’s database.
- Collect data and grant information as required.
- Complete all required paperwork on time in a manner consistent with the agency’s policies.
- Provide a written weekly report of activities and services provided to Director of PEEPS.
- Participate in staff meetings, in-service trainings, volunteer training and regular supervision with Director of PEEPS.
- Participate in on-call rotation for crisis lines which includes overnights, weekends, holidays and hospital advocacy.
- Provide a variety of office and field activities to manage and monitor the rapid re-housing program for victims and survivors of domestic violence and their families, performs direct client services, and compiles/completes related documentation.
- Inform clients of the rapid rehousing program eligibility requirements, provides housing search and supportive services to promote client’s self-sufficiency, integration into the community, and permanency in housing.
- Perform other duties as assigned.

Skills/Qualifications:

- Able to multi-task and prioritize duties in a high pressure situation.
- Able to handle crisis situations with diplomacy and tact.
- Able to develop and maintain supervisory relationships with volunteers.



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- Experience working as part of a team as well as handling crisis individually with quality decision making skills.
- Able to work within a complex, fast paced, and rapidly changing work environment.
- Must be reliable and have a mature and professional attitude combined with a compassionate nature.
- Able to effectively problem solve and achieve conflict resolution.
- Experience working with a diverse population.
- Basic computer skills are required.

*****As we operate remotely, the Domestic Violence Case Manager position should anticipate providing 12-18 hours of crisis line support each week as based on the determined need and current caseload. *****

Minimum requirements: Bachelor's degree in Social Work, Psychology, Education, related Human Services or Criminal Justice field preferred. Bachelor's degree required. Master's degree preferred or equivalent experience. Previous experience with victims of domestic and sexual violence preferred. A background check satisfactory to InterAct's standards, including the North Carolina Department of Motor Vehicles and criminal background check, is required before employment.

Employee Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated By:	Sheryl Cromedy	Date:	08/14/2021