

## **Job Description**

**Title:** Bilingual Case Manager/Client Advocate

**Reports to:** Clinical Manager

**Location:** Dallas, TX

**Summary:** The Case Manager will work directly with clients by providing crisis intervention, assessing their need for follow up services, providing appropriate information and referrals and performing initial assessment for counseling and other support needs.

### **Duties:**

- Provide direct services to victims of sexual violence and secondary victims via crisis intervention, medical accompaniment, and counseling intake process.
- Coordinate and oversee initial assessment and follow-up for all clients.
- Maintain appropriate case documentation on clients.
- Participate in staff meetings and individual supervision.
- Maintain client files and maintenance of client records in collaboration with Program Director.
- Provide coverage for 24-hr hotline as needed.
- Provide current information on survivor issues and client procedures to advocates and staff.
- Represent the agency in the community and acts as a liaison to community organizations.
- Maintain agency referral directory. Contact area resources and keep the resources/referral list current.
- Assist counselors and other staff in locating needed resources.
- Collect statistical data and report on activities as needed.
- Other duties as assigned.

### **Physical Demands and Work Environment**

- With reasonable accommodation, this position requires: the manual dexterity to sufficiently operate phones, computers, and other office and medical equipment; ability to communicate clearly and accurately to convey information using the English language, both verbally and in writing; possess visual acuity capable of drafting, editing, reviewing, and/or comprehending materials in a standard typeface size 10 font or above, are required.
- Be capable of sitting and standing for extended periods of time, as well as be able to intermittently push, pull, or lift 10+lbs. of force.
- Occasional exposure to adverse working conditions, including exposure to safety hazards, loud noise, traffic, inclement weather conditions
- Must pass all required criminal history background checks; have a valid Texas driver's license and provide Department of Public Safety proof of driving record acceptable to agency insurers for the past three years; and must submit to pre-employment drug screen and TB test as well as random drug screens when directed.
- Occasional travel between hospitals and community agencies.

### **Education and Experience:**

- A Bachelor's degree from an accredited college or university in counseling, social work, psychology or other human services field is required. MSW or equivalent post-graduate work is strongly preferred.
- 1-2 years working with victims of sexual violence preferred

**Knowledge, Skills and Abilities:**

- Bilingual English/Spanish required
- Skilled in performing counseling and crisis intervention services, especially for treatment of traumatized crime victims.
- Ability to develop and maintain positive and professional working relationships with clients, staff and community contacts.
- Must be self-directed and able to work autonomously
- Effective communication skills
- Proficient computer skills
- Valid driver's license and auto insurance
- Must complete 40 hours of mandated OAG sexual assault training.

Date Written/Revised

July 13, 2021