

**NEWS**  
**Emergency Shelter Bilingual Case Manager**  
**Job Description**

Job Title: Emergency Shelter Bilingual Case Manager

Reports To: Shelter Manager, Program Director, Executive Director

FLSA Status: Non Exempt, 40 hours per week

Compensation: BOE

Benefits: Medical, Dental, Vision & 401K

Hours: Tuesday – Saturday, 1:00PM-9:00PM (off Sunday & Monday)

**Agency Description**

Since 1981, NEWS has provided services to victims of Domestic Violence and Sexual Assault. NEWS provides comprehensive emergency services including confidential shelter, 24-hour triage and crisis intervention, crisis line and immediate response to victims at locations including the scene of the crime, law enforcement agencies and hospitals. NEWS also offers bilingual support groups, legal advocacy, housing advocacy and ongoing case management as part of range of services offered to victims of domestic violence. Please send resume & cover letter to SarahE@napanews.org.

**SUMMARY:**

Manages a variety of emergency domestic violence shelter activities by performing the following duties personally or through subordinate supervisors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Share responsibility for overall operations of the shelter and support all shelter clients.
- Screen prospective clients for the shelter, conduct intake interviews and assessments, and orient new clients to the shelter.
- Help clients access available services, make sure clients understand what's required of them, offer support, assistance, advocacy, education, and counseling to all residents of the shelter as needed.
- Provide education, advocacy, transportation, etc. in order to access public benefits.
- Transport & advocate for clients at their appointments when needed.
- Hotline services include information, referral and advocacy, DVRT/SART response coordination, and may result in a shelter intake.
- Facilitate Shelter House meetings with clients.
- Attend NEWS events as an agency representative.
- Assist with On-Call Manager Duties when needed

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Education and/or experience working as a case manager in the Health & Human Service field or Social Sciences. Experience working with at-risk communities &/or domestic violence and/or sexual assault related issues preferred. Experience in non-profit work preferred.

**LANGUAGE SKILLS:**

Ability to communicate fluently in writing and orally in English and Spanish. Ability to read, analyze, and interpret case management notes. Ability to write case manager notes and shelter correspondences. Ability to effectively present information and respond to questions from supervisors, peers, general public, etc.

**COMPUTER SKILLS:**

Ability to operate Microsoft Word and Excel for a variety of purposes. Ability to create, send, and reply to emails. Ability to use internet search engines. Ability to maintain accurate client records and statistics.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Domestic Violence and Sexual Assault Counselor Certificate (or successfully attain after hire). Valid California Drivers License required and current vehicle insurance.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions. Employee is required to talk and hear, and use hands and fingers to operate a computer and telephone keyboard. Employee may be required to help move small items less than 40 lbs. Employee must have the ability to work flexible hours when needed, this includes non-traditional work hours, days, and holidays.

**WORK ENVIRONMENT:**

NEWS' mission is to provide a nurturing refuge for women and children suffering from domestic violence, and/or sexual abuse, and to be a catalyst for change through prevention, intervention and advocacy. It is our belief that in order to promote respect within the lives of those we serve, we must first start by respecting and honoring those we work with here at NEWS.

**EQUAL EMPLOYMENT OPPORTUNITY**

NEWS believes that all persons are entitled to equal opportunity and that personnel or management decisions should be based on merit, qualifications, and the legitimate needs of the agency, and that the best qualified applicant or employee should be selected. The agency does not discriminate against its employees or applicants because of race, color, religion, sex, pregnancy, national origin, ancestry, marital status, mental or physical disability (including HIV and AIDS), affiliation, medical condition (including cancer or genetic characteristics), sexual orientation, age, citizenship or any other classification protected by local, state, or federal law. Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, training, promotion, compensation, discipline, and termination or any other personal action. All such discrimination is unlawful.