

The job description is not intended to be all-inclusive.
Employee may perform other related duties to meet the ongoing needs of the organization

Program

Office of Victim Services – Invisible Wounds

Salary Range

55,000 to 60,000

Position

Title: Case Manager- Bilingual (English/ Spanish)

Reports to: Designee or Deputy Director

Distinguishing Features of The Case Manager

Yonkers Community Action Program, Inc. is seeking a skilled leader for the position of Case Manager. The purpose of the case manager is to oversee the care of the victim in response to a variety of challenges and needs that arise from victimization. The ideal candidate receives and records information from victims and provides agency services to victims and others affected by the crime. Services involve the coordination of comprehensive, victim- centered care addressing immediate and long-term needs of crime victims through assessment, communication, advocacy, referral, collaboration, and claims assistance for victims and others affected by crime. The Case Manager provides clear information on the legal process for the witness to clarify options and minimize anxiety. The Case Manager provides victims with information about appropriate community resources for counseling, health and protective services, and Crime Victim's Compensation. Work is performed under the general supervision of the Designee or Deputy Director. Does related work as required.

Case Manager Responsibilities

- Co- creating safe platforms where victims can divulge their experiences;
- Discerning victims requirements;
- Outlining all pertinent avenues and resources;
- Meets with/contacts crime victims to determine type of assistance to provide to victims affected by crime;
- Provides trauma-informed crisis intervention for the emotional support of crime victims;
- Records information and prepares reports of services provided;
- Prepares correspondence and/or reports and inputs data in the agency database in a timely manner;
- Accompanies victims to the courts, hospitals and police stations;
- Represents agency at meetings with the public or professional groups concerning victims;

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

- Engages in ongoing education and professional networking to maintain a high level of knowledge and competency in legal developments; trauma informed practices; developments in strategies to various crimes and pertinent community resource;
- Other duties as assigned;
- Ensures grant requirements are met, tracks hours, and submits required reports in a timely manner.

Associated Tasks

- As assigned, serves as liaison with community organizations and other governmental agencies regarding incidents of crime;
- Provide support to the Designee and Deputy Director to identify gaps in programming;
- Respond effectively in crisis and emergency situations and exert a calming influence and advise individuals in crisis;
- Apply independent judgment and maintain confidentiality;
- Good judgement, compassion and sensitivity;
- Working knowledge of the criminal justice system, the community service network, and social service systems;
- Working knowledge of the referral process and required forms for human service agencies and services provided by various agencies;
- Ability to learn and apply the working procedures and operations of the criminal justice system, family court system, community service providers, and social service agencies;
- Ability to establish and maintain good working relations with others;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: Either:

A. Graduation from a regionally accredited or New York State registered college or university with at least a bachelor's degree in criminal justice, human services, psychology, social work, nursing, public health, or closely related degree; OR

B. Graduation from a regionally accredited or New York State registered college with an associate degree in criminal justice, human services, psychology or social work or closely related degree and two years of advocacy experience or at least 500 hours of volunteer experience at a Victim Assistance program.

Special Requirement:

- Eligibility for and possession of a New York State Driver's License

Preferred Skills

- Ability to effectively multitask in an often-fast paced workplace.
- Formal Social Scientific or Legal training is ideal.
- Knowledge about standard legal processes.
- Demonstrable advocacy experience, where victim-centered work is preferred.

- Experience in public, government, or non-profit sector to manage in-person and community outreach.
- Excellent written and verbal communication skills, analytical, research, organizational and interpersonal skills.
- Proficiency with MS Office Suite is expected.
- An empathic, hands-on, and highly organized disposition.