

**COMMUNITY CRISIS CENTER**  
**Job Description**  
**Bilingual Economic Crisis Case Manager**

**JOB SUMMARY:** Provide counseling and case management services to walk-in clients seeking emergency assistance services. The primary focus is evaluating service needs of Spanish speaking clients.

**JOB DUTIES AND RESPONSIBILITIES:**

1. Work with all non-resident clients, providing counseling and support services.
2. Conduct intake interviews and needs assessments with walk-in clients.
3. Prepare proper documentation for all client files, i.e. intake information, process notes, service plan, etc. Continued maintenance of case files.
4. Be aware and informed of current developments in the fields of domestic violence, sexual assault, and other counseling areas and cultural sensitivity issues that pertain to agency services.
5. Enter client statistical data into the computer as required.
6. Be aware of area and community agencies providing services for agency clients.
7. Provide advocacy for and with appropriate service agencies.
8. Must maintain confidentiality of services.
9. Attend staff meetings as designated unless the Executive Director waives this requirement.
10. Perform other duties as assigned.

**JOB RELATIONSHIPS:**

1. Supervised by the Economic Crisis Program Coordinator.
2. Work with all agency employees, volunteers and interns.
3. Interact with other community agencies in the area served.
4. Must demonstrate courtesy and respect toward all fellow employees, interns, volunteers, visitors, and clients.
5. No supervisory responsibilities.

**ESSENTIAL JOB REQUIREMENTS:**

1. Education – minimum of a Bachelor’s Degree in social services or a related field; basic computer skills required.
2. Experience – Prefer a minimum of three (3) years experience in the social services field.
3. Training – upon employment will receive a minimum of forty (40) hours specialized training in sexual assault and forth (40) hours specialized training in domestic violence as well as other areas of service provided by the agency.
4. Technical skills – good verbal, written and listening skills; must have knowledge of area resources available for clients; must display an empathetic understanding of a diverse population of clients; knowledge of area services pertaining to agency services.
5. Social Skills – must be able to work well independently with a minimum of supervision; must be able to respond appropriately in emergency situations, must demonstrate flexibility and teamwork capacity within the agency.
6. Physical Requirements – must have visual and auditory acuity; must be able to perform building walk-throughs for security checks and evacuations; must be able to lift up to thirty (30) pounds; must be able to answer the phone clearly and provide crisis intervention counseling on the phone; must be able to enter information into client files.
7. Transportation Requirement – must be willing and able to travel throughout the community. If using a privately-owned vehicle, must provide proof of current automobile insurance coverage and annual renewal documentation thereafter.
8. Attendance – must maintain an acceptable attendance record.

**STAFF MEETING REQUIREMENT:**

1. General Meeting
2. In-services as applicable
3. Professional Development is encouraged