

## JOB DESCRIPTION

**JOB TITLE:** Client Services Advocate (Case Manager)  
**REPORTS TO:** Lead Case Manager  
**STATUS:** Non-Exempt  
**LOCATION:** Counseling and Resource Center

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### JOB SUMMARY:

The Case Manager is responsible for the provision of case management services to the CRC clients and their children.

### ESSENTIAL JOB DUTIES:

1. Develop and implement a case management plan for each client, addressing the physical, financial, emergency, medical, vocational, educational, emotional, and housing needs of the client and their children.
2. Assist in maintaining accurate, current, and complete case files on each client.
3. Assist with crisis intervention and conflict resolution as needed.
4. Provide crisis intervention as needed.
5. Complete telephone and in-person intakes.
6. Facilitate client groups and translation as needed.
7. Enter statistical and descriptive data for contract and other reporting requirements as needed.
8. Assist volunteers (trainees) and therapists as needed.
9. Establish and maintain working relationships with other agencies to better serve Laura's House clients.
10. Other duties as assigned.

### ADDITIONAL RESPONSIBILITIES:

1. Maintain the confidentiality of client, staff, volunteer, and agency information.
2. Maintain appropriate boundaries with clients and other staff.
3. Represent the agency in a positive, professional manner at all times.
4. Maintain a tidy, organized work area.
5. Participate in agency functions as a participant or presenter as needed.

### EDUCATION AND EXPERIENCE:

1. Bachelor's degree in Human Services or related field or equivalent experience.
2. One or more years of related experience.
3. 40-hour domestic violence training as required by law.

### KNOWLEDGE, SKILLS AND ABILITIES:

1. Bilingual Spanish preferred.
2. Excellent oral and written communication skills.
3. Basic computer skills.

## **JOB QUALIFICATIONS:**

1. Valid driver's license, reliable transportation and appropriate insurance.
2. Completion of Live Scan.
3. Employee is occasionally required to stand, walk, sit, use hands to feel or handle, climb or balance, stoop, kneel, crouch or crawl, talk or hear, and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.**