



CASE MANAGER – MULTIPLE OPEN POSITIONS

The mission of the Downtown Women's Center (DWC) is to provide permanent supportive housing and a safe and healthy community fostering dignity, respect, and personal stability, and to advocate ending homelessness for women. Founded in 1978, DWC was the first organization to exclusively serve mentally ill and elderly homeless women on Los Angeles' Skid Row. The DWC Day Center now offers 57,000 meals, case management, and other supportive resources on a drop-in basis to 2000 homeless women each year, while the DWC Residence provides a permanent home and a range of services to 47 women who were once without safe, affordable housing. In December 2010, DWC will relocate to provide expanded and enhanced services to many more women in need. Please visit www.DWCweb.org for more information.

POSITION SUMMARY

The Downtown Women's Center seeks to fill several full-time Case Management positions to support our expansion of services. The role of the Case Manager is to provide individualized case management services to homeless and low-income women. Responsibilities include linking women to housing, basic needs, medical and mental health services, job training and public benefits when eligible. The Case Manager provides personalized support and advocacy to ensure clients' needs are addressed and resolved. The Case Manager works in collaboration with a team of direct service and administrative professionals to empower women to achieve and maintain personal stability.

ESSENTIAL FUNCTIONS

- Provide individualized case management services to clients; create individual service plans that address each clients' needs and goals, identify and provide needed resources and referrals
- Assist clients in securing and maintaining housing, basic needs, medical and mental health services including substance abuse treatment when necessary, job training access, and public benefits where eligible
- Work to effectively meet clients' needs and resolve individual barriers through follow-up, advocacy and collaboration with DWC staff and other community service providers
- Maintain accurate and timely records of activities, case management notes, and services provided to each client
- Provide supervision and guidance to interns and volunteers in the provision of services to clients
- Provide crisis intervention and group facilitation as necessary
- Develop and maintain relationships with clients, staff and local service providers, participate in community meetings pertaining to services benefitting clients, and serve as a representative of DWC at community events
- Provide regular, written reports to supervisor and additional reports as assigned
- Other duties as assigned to support the mission of the organization

NECESSARY SKILLS/QUALIFICATIONS

- Bachelor's degree in social work or related field and strong knowledge of the complexity of poverty and women's homelessness, mental illness, trauma, substance abuse, health issues, and older adults preferred
- Minimum two years experience working as a Case Manager/similar position and knowledge of community resources required
- Excellent active listening and crisis intervention skills with ability to exercise and model good judgment
- Strong interpersonal, written and oral communication skills; proven ability to communicate with diverse audiences
- Ability to manage multiple tasks and priorities, including proficiency in balancing direct service responsibilities with effective record keeping
- Strong administrative skills and proficiency in Microsoft Office Suite (Word, Excel, Outlook) required
- Criminal background check and clearance required
- Current valid California state driver's license, insurance, and vehicle with good driving record
- Oral and written fluency in Spanish and English a plus

DOWNTOWN WOMEN'S CENTER CASE MANAGEMENT POSITIONS

Case Manager – There are two case management positions available. The Case Manager will be an integral part of the Day Center Case Management team and will provide individualized case management services to clients. The Case Manager will be a part of the Clinical Health Services department; however, will work with all program staff as a member of the direct service team. Experience with housing placement, benefits establishment, and/or treatment of co-occurring disorders is a plus. This is a full-time, non exempt position. Office hours are 9:00am to 5:30pm, Monday-Friday, with flexibility to work evenings and weekends when necessary. Salary range is \$28,000-33,000/annually depending on qualifications & experience.

To Apply: Please email cover letter and resume to HR@DWCweb.org and write “Case Manager” in the subject line. A single cover letter and resume may be submitted for multiple case management positions. All positions are open until filled.