



Safe Passage, INC.

P.O. Box 621 DeKalb, IL 60115

Hotline: 815-756-5228 • Administration: 815-756-7930 • www.safepassagedv.org

Residential Case Manager **Position: Full Time (3pm-11pm Monday - Friday)**

Safe Passage has an opening for a full time Residential Case Manager. This position requires a bachelor's degree in human services field. Must have an understanding of domestic violence, sexual assault and victim-centered services. Must complete state required domestic violence and sexual assault training within first three months of employment. Must have organizational abilities, good listening skills, and the ability to multi-task. Bi-lingual is a plus.

The Case Manager will provide crisis intervention services to clients on the phone, walk in and meet the urgent physical and emotional needs of survivors of domestic and/or sexual violence. This position provides but is not limited to the following services for clients in our emergency shelter program: advocacy, counseling, information and referral, prevention services, and others to promote the empowerment and independence of these clients.

This position will:

- Respond to domestic violence and sexual assault crisis calls.
- Assist individuals on a walk-in basis who are in crisis with domestic violence or sexual assault.
- Record numbers and type of calls coming in to the agency.
- Schedule counseling or other client appointments.
- Respond to incoming calls to the agency, process, and distribute them as needed.
- Provide initial eligibility assessment and intake for new clients as needed.
- Interact with shelter, long term, and walk-in clients and assist them as necessary.
- Provide transportation for clients, as needed.
- Clean and organize work areas and shelter.
- Prepare bedding/toiletries for incoming clients.
- Participate in on-call by responding to domestic violence and sexual assault medical calls at hospitals and local police departments.
- Provide advocacy for clients with other agencies in the community (e.g., DCFS, schools, local mental health centers, etc.)
- Provide community referrals when necessary.
- Obtain and keep Certified Domestic Violence Professional (CDVP) certification up to date.

Send cover letter and resume to Safe Passage, P.O. Box 621, DeKalb, IL 60115 or e-mail to bversluys@safepassagedv.org.