

CASE MANAGER II (DOMESTIC VIOLENCE)

DISTINGUISHING FEATURES OF THIS CLASS: Under the general supervision of the Program Specialist in Domestic Violence, an incumbent of this class is responsible for training, supervision and consultation on domestic violence for professional staff, and for engaging in demonstration outreach and service activities among residents of homeless shelters, as part of a professional program designed to enhance domestic violence services to abused women who reside in homeless shelters. An incumbent of this position will also be responsible for liaison with other County, local, and community agencies for referral purposes. This position requires knowledge of the needs of victims of domestic violence and their families. Work also involves a great deal of community interaction to remain current on laws and resources to be able disseminate accurate knowledge, to advocate for victims, and to make, and train others to make, appropriate referrals. Supervision may be exercised over a small number of community workers, volunteers, and entry level case managers. Does related work as required.

EXAMPLES OF WORK: (illustrative only)

Prepares written reports and statistical reports; assists in preparation of training materials and outreach materials;

Carries out training of homeless shelter staff concerning the impact of domestic violence on the following activities: intake and assessment, case planning, on site service provision, on site security needs, post-shelter residence, and service planning;

Provides case consultation on domestic violence for shelter staff;

May co-facilitate and supervise support groups for abused women residents on a demonstration or as needed basis;

Attends multi-disciplinary staff meetings to promote comprehensive treatment planning and service provision for those who have been displaced by domestic violence;

Monitors and reviews reports on the progress of the homeless domestic violence client, making recommendations for additional services which might be helpful;

Contacts other county, local, and community agencies (e.g. residential and non-residential domestic violence programs, courts, court support and legal assistance programs, and law enforcement agencies) in order to engage their services on behalf of homeless domestic violence victims and to engage these agencies in domestic violence homelessness prevention;

Attends meetings and conferences at the various community agencies for the purpose of providing information as to domestic violence; makes contacts with community agencies to explore the possibility of expanding their services or creating new programs to serve the needs of clients and their families;

EXAMPLES OF WORK: (continued)

Conducts studies and makes recommendations for expanding the services in the homeless shelters in Westchester County for victims of domestic violence and developing new ones;

Assists in preparation, updating, and writing of domestic violence literature.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the dynamics of domestic violence, including its manifestations, and its effects on victims and their children; understanding of state-of-the-art methods of dealing with domestic violence both on a case-by-case and a community level; familiarity with components of the domestic violence service delivery system including the courts and legal system; ability to establish and maintain effective working relationships with both lay and professional persons, and also with people from a wide range of socio- economic and ethnic backgrounds in a stressful environment; ability to communicate effectively both orally and in writing; ability to evaluate a problem related to domestic violence and assist others to work with clients to develop viable solutions within available resources; sensitivity; tact; discretion; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either (a) a Bachelor's Degree* and one year experience in working with victims of domestic violence such as counseling, training, advocacy or community work; (b) satisfactory completion of at least 30 credits toward a Master's Degree* in Social Work, or related fields; (c) a satisfactory equivalent combination of the foregoing training and experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.