

PRUDENCE CRANDALL CENTER

Empowering Healing & Hope since 1973

NEW POSITION!

Shelter Case Manager JOB DESCRIPTION

About Prudence Crandall Center:

- Established in 1973 in New Britain, we are the **oldest domestic violence program** in Connecticut and one of the oldest nationwide, our emergency shelter is the largest in the state.
- Today, we are **one of only a few agencies in the nation** offering the continuum of shelter, housing and support services needed to meet the complex needs of those who have experienced domestic violence, helping them move forward to safe, self-sufficient lives, free of violence.
- Our **40 staff members** experience a **work environment** that encourages healthy work/life balance, offers flexibility, and fosters team spirit, professional development, and creativity.
- Focused on our mission, we seek to **inspire others** who share the same passion for our cause. We are **committed to addressing and enhancing diversity, equity and inclusion** across our services, staff, and board. We are poised for continued success and excited about our future.
- **The impact we are having** in the lives of our clients and their children **is inspirational** and provides the motivation we need to continue our work to end domestic violence.

About this position:

The Shelter Case Manager will work with survivors seeking and receiving emergency shelter services and will support survivors in achieving lives free of domestic violence by providing care, advocacy and information in trauma-informed and client centered ways. The Shelter Case Manager will support clients' goals of moving forward in all aspects of their lives ultimately obtaining self-sufficiency.

Qualifications:

- Strong preference given to bilingual candidates (Spanish & English) and experience or demonstrated interest in women's issues, domestic violence, and/or residential programs
- Two years' experience in client advocacy, emergency shelter, counseling, or similar setting

Required skills:

- Ability to work in a fast-paced environment
- Strong interpersonal communication skills
- Ability to work independently and as part of a team
- Ability to complete tasks in a timely manner

PRUDENCE CRANDALL CENTER

Empowering Healing & Hope since 1973

- Demonstrated ability to advocate on behalf of others and
- A willingness to support the agency mission.

Local travel necessary, reliable transportation required.

Primary Responsibilities:

- Provide services that are client-centered, trauma-informed and empowerment-based.
- Ensure client confidentiality as outlined in the Center's confidentiality policy.
- Ensure compliance with funding requirements and contracts and the Center's policies and procedures.
- Work collaboratively with staff and other community service providers to address client needs and offer resources and expertise to PCC staff, as needed.
- Answer the Emergency Hotline as needed
- Participate in team meetings
- Maintain consistent communication flow with shelter team
- Collaborate with Children's Services Coordinator
- Conduct client centered work, including but not limited to;
 - Provide advocacy, support, counseling, crisis intervention, case management, and information/referrals.
 - Develop individual safety plans and individual goal plans with clients.
 - Assist with protective/restraining orders and other court matters, as needed.
 - Arrange for emergency medical services or law enforcement services, as needed.
 - Provide/arrange transportation for clients.
 - Build and maintain relationships with community providers, landlords and other agencies to establish referral networks for clients.

General and Related Responsibilities:

- Assist in additional agency operations as requested.
- Actively participate in staff trainings and meetings.
- Acquire and maintain certification as a Domestic Violence Counselor.
- Represent PCC at community meetings as requested.
- Attend CCADV meetings/trainings as required.
- Assist in fundraising and community awareness activities and agency functions.
- Record and compile statistics as required.
- Perform related duties as required and/or deemed necessary.

This position is full-time and is non-exempt from the provisions of wage/hour laws and reports to the Shelter Manager. Some evening and weekend hours may be required to meet the needs of the agency.

Prudence Crandall Center, Inc. is an equal opportunity employer. All employment is at will and no employment contract shall be construed from any action, document or statement of the employer.