



DIAMOND DIVA EMPOWERMENT FOUNDATION
1027 S. VANDEVENTER AVENUE, SIXTH FLOOR
SAINT LOUIS, MISSOURI 63110

DESCRIPTION OF SERVICES
"Exhibit A"

Job Title:	Resource Coordinator
Job Type:	Non-Profit Organization
Job Culture:	Domestic Violence
Schedule:	Monday thru Friday (In-person)
Work Location:	Corporate Headquarter - St. Louis

ABOUT US:

Diamond Diva Empowerment Foundation (2DEF) is a nonprofit organization dedicated to educating, strengthening, and empowering women and children affected by domestic violence and various socio-economic conditions. As an organization, we are committed to rebuilding the core of the family unit, while encouraging each survivor to focus on their strengths and well-being.

JOB SUMMARY:

The Case Manager works with the Pathways to Brightness (P2B) program to provide wraparound case management services to survivors of domestic violence. To achieve programming and financial goals set by the P2B Program Director, the Case Manager will use a multidisciplinary, evidence-based approach to help survivors address a variety of challenges, including but not limited to housing support, employment placement, mental/trauma support, substance abuse and crisis intervention. This P2B program model assists clients for up to 12 months (depending on need) and is contingent on grant funding.

RESPONSIBILITIES:

Client Support & Referral Coordination

- Provides strengths-based, culturally responsive support by serving as the first point of contact for individuals seeking assistance.
- Engages with clients in a compassionate and trauma-informed manner, conducting initial needs phone screenings, handling multiple lines, and prioritizing urgent cases to connect them with appropriate services.
- Identifies and refers clients to internal programs, case workers, or external partners based on their specific needs and available resources.
- Logs and tracks all client interactions in Salesforce, utilizing Chatter to coordinate with case workers and ensure seamless follow-ups.
- Conducts follow-up calls for outbound referrals to confirm engagement and ensure clients have access to the resources they need.
- Maintains up to date resource databased for housing, employment, support programs and other services that would benefit client stability efforts.
- Builds and maintains relationships with community organizations, agencies, and service providers to strengthen the organization's referral network.
- Adheres to HIPAA-aligned confidentiality protocols to protect sensitive client information.
- Acts as a Mandated Reporter, ensuring prompt and appropriate responses to concerns related to client safety and well-being.

Administrative Support & Reporting:

- Manages and updates both physical and digital files, ensuring accessibility and compliance with agency protocols.
- Supports case workers by facilitating organizational referrals, emergency shelter requests, and preparing weekly payouts reports before submission.
- Conducts monthly hard file audits to maintain documentation integrity and adherence to program guidelines.
- Maintains an up-to-date financial transaction history, ensuring all receipts are documented daily to support financial accuracy.
- Generates departmental reports in Salesforce as directed by the Program Manager and Program Director to track service delivery and client engagement.

Skills & Competencies:

- Strong organizational and multitasking abilities—must be able to handle multiple phone lines, document interactions in real-time, and manage competing priorities.
- Attention to detail—essential for maintaining accurate records, updating files, and tracking financial transactions.
- Strong communication and relationship-building skills, particularly with external agencies and case workers.
- Proficiency in Microsoft Office Suite and Google Workplace, experience with Salesforce or Charity Tracker is a plus.

EDUCATION & EXPERIENCE:

- Associate's degree in social services, human services, or a related field is preferred (or equivalent work experience in administrative or client support roles). A bachelor's degree is a plus.
- Minimum of 3-4 years of experience in administrative support, client coordination, or social service work, preferably within a social service or non-profit setting.
- Experience with trauma-informed care and resource navigation is beneficial.
- Familiarity with working in diverse and inclusive environments, including experience with or knowledge of LGBT2Q+ communities, is an asset. Basic understanding of the dynamics of domestic violence and the challenges faced by survivors is a plus.
- Background checks are required.

WORK ENVIRONMENT:

This position is based at the Pathways to Housing Center and may require occasional evening or weekend availability to meet client needs.

COMPENSATION AND BENEFITS:

Competitive salary based on experience. Benefits include paid time off, professional development opportunities, and access to mental health & wellness programs.

HOW TO APPLY:

Interested candidates should submit a resume, cover letter, and three professional references to office@2def.org. Applications will be reviewed on a rolling basis.