



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

JOB DESCRIPTION

Job Title:	Full-time Case Manager
Job Pay:	\$31, 200.00 - 35,360.00
Job Type:	Non-Profit Organization
Job Culture:	Domestic Violence
Schedule:	Monday thru Friday, 9am - 5pm (In-Person)
Work Location:	Corporate Headquarter - St. Louis
COVID-19 Precaution(s):	<ul style="list-style-type: none">• Social distancing guidelines• Sanitizing, disinfecting, or cleaning procedures• Monthly COVID test/Vaccination Proof

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 Director of Programs to provide wrap-around case management services to survivors of domestic violence. To achieve programming and financial goals set by the Director of Programs, the Case Manager will use a multi-disciplinary, evidence-based approach to help survivors address a variety of challenges, including but not limited to housing assistance and other emergency needs.

RESPONSIBILITIES:

CLIENT MANAGEMENT/TRACKING

- Provides strengths-based culturally specific emotional support, safety planning, legal advocacy, information and referral services to victims/survivors of sexual assault, domestic violence, sex trafficking, and other victims of crime
- Preliminary screening with new/current members of the community to assess needs in a highly confidentially manner (housing, employment, education, domestic violence, mental & spiritual health, substance abuse treatment, health, parenting referrals.
- Conduct trauma-informed Domestic Violence (DV) pre-assessments/post assessment and develop safety plans with each client.
- Track client progress to ensure weekly follow up while carrying a case load of up to ten (10) new clients per one (1) month cycle.
- Accurately enter all client activity and provide service in Charity tracker within 1 business day of activity or service.

HOUSING MANAGEMENT

- Develop and maintain an individualized Housing Stability Plan (HSP) for each clients, including those transitioning from referring shelters.
- Determine the housing-specific need of the client (i.e. placement or rental assistance)
- Work with landlords and property managers to collect required program documentations
- Review and/or prepare payment requests

TRAINING MANAGEMENT

- Lead/Schedule weekly literacy classes and support groups for survivors of DV trauma.
- Coordinate classes/training with partnering agencies, community faith leaders and other social service agencies
- Provide emotional support and education around the impacts of trauma to survivors
- Lead development/implementation of innovative strategies for community outreach/engagement/client recruitment

RESOURCE MANAGEMENT

- Provide follow-up and wrap around services identified through 2DEF mission and vision statement.
- Refer consumers to support services as needed per the Housing Stability Plan.
- Coordinate directly with the support services provider to track and ensure support services were provided.
- Build and maintains an extensive knowledge of community resources to match consumers with eligible resources.

ADMINISTRATION

- Complete daily and weekly data logs, time sheets, client demographics, and input of client data into Efforts to Outcomes (ETO) within 24 hours of providing services to the survivor
- Attend scheduled training sessions and other training geared toward professional growth. Attend agency staff meetings.
- Keep thorough and up-to-date client case files in accordance with agency and contract file requirements.
- Provide information to the general public regarding the domestic violence program through personal and social media marketing.
- Accept other appropriate duties/responsibilities as assigned by 2DEF management.

REQUIRED QUALIFICATIONS:

EDUCATION:

The Case Manager has a *required* BA degree in social justice, business, non-profit management, or equivalent experience; as well as 3 to 5 years of professional work experience in a leadership role working in complex environments and serving diverse communities, including LGBT2Q+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence.

EXPERIENCE:

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Demonstrated success in grant writing and proposal development for social service programs.
- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.
- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.
- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

[Send resume to office@2def.org](mailto:office@2def.org)