



EMPOWERING LIVES • EDUCATING THE COMMUNITY • ENDING VIOLENCE

110 West Johnson Street Suite 102, Staunton VA 24401 (540) 885-7273

24-hour hotline (540) 886-6800

Residential Case Manager

Position Description

Position: Residential Case Manager

Employee status: Full-time

Supervision: The Residential Case Manager reports directly to the Residential Program Coordinator.

Core Duties:

All agency staff are expected to perform the following duties as part of their role at New Directions Center:

- Provide crisis intervention, safety planning, support, and advocacy services to residential and community clients impacted by domestic violence, sexual assault, and human trafficking, including completing intake forms for clients who elect to receive agency services.
- Maintain confidential client and agency records, enter required statistical and other data in a timely manner, and participate in client case review meetings with agency and shelter staff as needed.
- Provide educational information, resource materials, community and professional referrals, and co-facilitate trainings for staff, volunteers/interns, allied professionals, and community groups as needed.
- Participate in the agency's hotline rotation, including backup support for the crisis hotline and Lethality Assessment Protocol hotline, and provide hospital accompaniment for victims of sexual assault and strangulation as notified by Augusta Health.
- Participate on community teams, committees, and coalitions related to domestic violence, sexual assault, human trafficking, and/or other matters pertaining to the agency's mission and services.

- Develop and maintain positive working individual and agency relationships for the purpose of program services and public relations.
- Complete Basic Advocacy Trainings through the Virginia Sexual and Domestic Violence Action Alliance and other required agency, funder, or program-related trainings as assigned.

Duties and Responsibilities:

- Provide individualized, trauma-informed case management services to clients residing in the emergency shelter program.
- Conduct pre-intake interviews and coordinate the resident intake and admission process for individuals entering the shelter program.
- Complete required intake, assessment, safety-planning, and other client-service documentation.
- Conduct ongoing residency reviews and meet regularly with residents to assess needs, progress, barriers, and continued service needs.
- Work collaboratively with residents to develop individualized goals and service plans related to safety, housing, finances, employment, transportation, healthcare, education, childcare, legal needs, and other areas affecting stability and independence.
- Assist residents with budgeting, goal-setting, life-skills development, resource navigation, and connection to community and professional services.
- Provide information and referrals and assist residents with accessing benefits, housing resources, transportation, appointments, and other services necessary to support safety and stability.
- Coordinate with other agency program staff, community agencies, and allied professionals to ensure residents have access to comprehensive services while maintaining appropriate confidentiality.
- Participate in regular client case review meetings with the Residential Program Coordinator and other appropriate agency staff and communicate significant client needs, concerns, barriers, and follow-up needs.
- Support residents in planning for safe and appropriate transitions from shelter and coordinate referrals and resources necessary to support continued stability following shelter services.
- Reinforce shelter guidelines, client rights and responsibilities, and shared-living expectations using a supportive, trauma-informed, and nonpunitive approach.
- Respond to resident concerns, crises, interpersonal conflicts, and other immediate needs and notify the Residential Program Coordinator of significant concerns or situations requiring additional intervention.
- Answer the agency's crisis hotline and Lethality Assessment Protocol hotline during assigned shifts and participate in additional hotline coverage as scheduled.

- Provide hospital accompaniment for victims of sexual assault and strangulation as required during assigned coverage.
- Maintain accurate, current, and confidential client records and enter required statistical and service information into VAdat and other applicable agency systems.
- Complete and submit documentation and program information required by agency leadership, grant funders, and other applicable reporting requirements in a timely manner.
- Assist with monitoring shelter supplies and donations and coordinate organization, distribution, and replenishment as needed.
- Assist with general shelter operations and facility oversight, including identifying maintenance concerns and safety hazards, coordinating routine repairs and service needs with appropriate staff or vendors, completing minor upkeep when appropriate, and promptly escalating issues requiring specialized service to the Residential Program Coordinator.
- Follow up on reported maintenance and repair needs to help ensure issues are addressed in a timely manner and communicate outstanding concerns to the Residential Program Coordinator.
- Provide guidance and support to volunteers and interns assisting with residential services, as assigned by the Residential Program Coordinator.
- Assist with resident groups, house meetings, educational activities, or other shelter programming as assigned.
- Provide additional shelter, hotline, hospital accompaniment, or client-service coverage as needed.
- Perform other related duties as assigned.

Requirements:

- Ability to work assigned shifts and occasional additional hours as needed to support shelter, hotline, hospital accompaniment, community events, programming, or other agency coverage needs.
- Ability to work independently, respond calmly to urgent situations, and use sound judgment while following agency policies and supervisory guidance.
- Ability to perform the physical activities reasonably necessary to carry out residential program and facility-related responsibilities.
- Strong interpersonal, communication, documentation, and organizational skills.
- Ability to maintain professional boundaries and work respectfully with individuals from diverse backgrounds and life experiences.
- Valid driver's license, reliable transportation, and an acceptable driving record. Mileage will be reimbursed in accordance with the Personnel Policy Manual.
- Ability to successfully complete all required criminal-history, driving-record, and other applicable background checks.

- Ability to understand, sign, and consistently comply with the agency's Confidentiality Policy and all other applicable personnel, ethics, safety, and client-service policies.
- Willingness to complete required orientation, on-the-job training, and continuing professional education as assigned.
- Basic proficiency with Microsoft Office, Google Workspace, and electronic documentation systems, with the ability to learn additional agency databases and technology.
- Ability to reliably report for scheduled shifts, remain available throughout the shift, and communicate promptly regarding absences, emergencies, or coverage concerns.

Qualifications:

- Bachelor's degree, current enrollment in a bachelor's degree program, or equivalent relevant professional experience, preferably in human services, social work, counseling, psychology, or a related field.
- Experience and/or knowledge related to domestic violence, sexual assault, human trafficking, crisis intervention, trauma-informed advocacy, and survivor-centered services.
- Experience providing case management, advocacy, crisis services, residential services, or other direct human-services support preferred.
- Knowledge of community resources, housing and social-service systems, benefits, and referral processes preferred.
- Strong verbal, written, interpersonal, organizational, documentation, and time-management skills.
- Ability to work independently, exercise sound judgment, and communicate effectively with supervisors and other members of the residential services team.
- Ability to work respectfully and effectively with individuals from diverse backgrounds and life experiences.
- Dependability, flexibility, initiative, and strong follow-through.