



CornerHouse Position Announcement

Family Services Case Manager Full Time

Position Summary: The Family Services Case Manager works with families and individuals referred to CornerHouse offering person-centered, trauma-informed, holistic case management services. The Family Services Case Manager works as a part of a multidisciplinary team that provides alleged victims of abuse/witnesses to violent crime, and their caregivers, services that are attuned to the complex needs of traumatized clients. The Family Services Case Manager provides direct crisis intervention, information, and referral services to families and community members. The Family Services Case Manager additionally provides community education and outreach, and works collaboratively with partners to assess and meet the stated needs of the CornerHouse service population.

Position Responsibilities:

Provide person-centered, trauma-informed, holistic victim/survivor/witness support and advocacy to families referred to CornerHouse for a Forensic Interview.

- Offer a person-centered, welcoming, and supportive environment attuned to each family and individual's particular needs.
- Effectively intervene in crisis situations to ensure open communication, choice, and a safer environment for families and staff.
- Provide Interview Accompaniment, Crisis Intervention, and Support to Caregivers.
 - i. When requested by Forensic Services, call the family and offer information to support them in preparing for and attending the forensic interview.
 - ii. Offer crisis intervention and support during the program participants' forensic interviews.
 - iii. Assist in the identification of individual and family needs.
 - iv. Facilitate access to needed therapeutic, medical, and community resources ranging from basic economic needs to more complex mental health needs.
 - v. Connect to appropriate resources on matters pertaining to crime victim compensation, court procedures, and the criminal justice system.
 - vi. Provide educational information regarding the dynamics and effects of sexual abuse or witnessing violence.
 - vii. Conduct risk assessment and safety planning as needed.
 - viii. Make referrals to victim/witness services as needed and coordinate with the Hennepin County Victim Witness program.
 - ix. Offer family services (support group, home visiting, case management) at CornerHouse and gauge family interest and need.
 - x. Work with multi-disciplinary team members to share information regarding presenting strengths and concerns when sharing such information is relevant to the immediate needs of the family and/or the investigation.
 - xi. Provide a follow-up support call to families to ensure connection to resources, to advocate with families within the criminal justice and child protection systems, and to promote continued engagement with the Family Services program as needed.
- b. Provide ongoing Investigation Support to families enrolled in services.
 - i. Provide ongoing, regular contact with a client until CornerHouse concludes its involvement with a case.
 - ii. Offer information and education to the individual and family in the aftermath of immediate crisis.
 - iii. Coordinate services, provide needed referrals, and ensure the family has updated information about the case.
- c. Provide short and long term Case Management services
 - i. Assess client need for case management services and offer intake and functioning assessment to clients enrolled in services.
 - ii. Create a goal plan for clients to work towards goals for their family's safety and stability.
 - iii. When working with a client in short term case management (4-8 weeks), meet with client weekly and work toward client-identified goals.
 - iv. Meet with client at least one time per month when providing long term case management support to work toward client identified goals.
 - v. Conduct regular review of goal plan and service provision, closing case when client is no



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- longer in need of, or requesting, case management services.
- d. Provide Caregiver and Child Support Group program three times per year.
 - i. Partner with a therapy provider who will facilitate the Children's Support Group.
 - ii. Offer a person-centered, welcoming, and supportive group environment to promote engagement, hope, and healing amongst group members.
 - iii. Continue to enhance the group curriculum through ongoing revision and integration of new topics reflective of the needs of the program and group.
 - iv. Conduct outreach and marketing of support groups to CornerHouse staff, MDT and community partners, and community members.

Qualifications:

- Bachelor's degree in social work or related field required
- Knowledge of multi-cultural practice, child sexual abuse, family dynamics, child development, investigative and/or judicial systems
- Intersectional lens, cultural humility, and awareness of own areas of privilege
- Strong communication, organizational, and problem solving skills
- Team player, self-starter
- Computer proficiency, including Word, Excel, and PowerPoint; ability to learn and utilize database systems.

Demonstrated experience in the following areas preferred:

- Working with culturally, ethnically, developmentally, and socio-economically diverse individuals;
- Working with crime victims and/or persons in crisis; and
- Working with child protection, law enforcement, court systems and related community services

Individuals from diverse backgrounds strongly encouraged to apply

Hours & Compensation: Full time, non-exempt position. Competitive benefits. Compensation based on qualifications and experience.

Closing Date: September 2nd, 2019

Email Resume and Cover Letter to:

Sarah Lockhart Family Services Director at sarah.lockhart@childrensmn.org

In accordance with the Americans with Disabilities Act, the above is intended to summarize the essential functions of and requirements for the performance of this job. It is not meant to be an exhaustive list of miscellaneous duties and responsibilities that may be requested in the performance of this job.