

**A SAFE PLACE**  
**LAKE COUNTY CRISIS CENTER**

**Family Trauma Case Manager**

**The Family Trauma Case Manager** is responsible for assisting adult and child family members of homicides attributed to domestic violence and/or human trafficking by identifying and achieving their needs and goals. Including initial assessment and development of service plan to facilitate a client's progress and providing information and referrals to needed services. This may occur at the scene of a crime, immediately after a crime or be provided on an ongoing basis. Case Manager reports to the Director of Crisis Response and works closely with all programs. This is an on call 24-7 position.

*Position is located in Gurnee, IL*

**Responsibilities:**

- Case manager provides crisis response and intensive case management including Victim de-escalation and emotional support.
- Assessment of client needs, treatment planning, safety planning, referrals, client assistance items and advocacy with clients within the designated communities.
- Development of individualized service plans. Conduct intake and develop individual service and safety plans in collaboration with assigned clients.
- Clients include Adults and Children from surviving family members.

**Advocacy, including, but not limited to:**

- Assisting victims in securing rights and services from other agencies.
  - Notifying and assisting with victim compensation paperwork
  - Obtaining criminal or civil protection orders; relocation services
  - Intervening with employers, creditors and others on behalf of victim
  - Assisting in filing for losses covered by public and private insurance programs
  - Accompanying victims to the hospital.
  - Assisting victims to address the life skill development that was impaired as a direct result of the victimization.
  - Life skills advocacy, including addressing the client's economic, educational, and employment needs that directly result from a victimization.
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- Ensure documentation in records is appropriate, accurate, timely and in accordance with agency policies and funding requirements.
  - Provide information on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety.
  - Attend and participate in staff meetings.
  - Work as a team player in the organization.

- Conduct, attend and participate in appropriate training and education as requested.
- Perform additional responsibilities as assigned.

### **QUALIFICATIONS:**

- **Minimum - Bachelor in social work, counseling, education or closely related field.**
- **Flexible schedule to meet the needs of the client.**
- Excellent written and oral communication skills to complete record documentation, develop group materials, express information clearly and concisely and for participating in training and education for tenants.
- Bilingual Preferred
- Excellent interpersonal skills that demonstrate genuine concern and respect toward clients and other staff.
- Ability to provide active listening, encouragement and support to tenants.
- Ability to motivate clients into action, to engage tenants in training and education and to support tenant progress toward achievement of their service plan and personal independence.

Ability to accept, understand and relate sensitively to people of varied socio-economic, racial, cultural, and experiential backgrounds.

A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to survivor's & children's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.