



New Orleans Family Justice Center

Job Description

Position: Case Management

Job Summary:

The Advocate/Case Manager serves as the case manager and point of contact for clients seeking services at the Family Justice Center. The qualified candidate will be dedicated to working with our target population and possess excellent customer service skills. This position will ensure that client's needs are thoroughly assessed, the range of available services are fully explained, referrals are made to partner agencies, and follow-up is done regularly with clients to provide on-going assistance. This position requires the ability to work competently with many partner agencies, multi-task efficiently, and provide trauma-informed care to people from diverse backgrounds.

Knowledge and Abilities

This position requires excellent interpersonal, communication, organizational and computer skills. It requires an excellent work ethic and the ability to have active listening skills. It requires the ability to function both independently and as part of a team. The position requires attention to detail; the ability to follow-through on tasks and manage multiple tasks. This individual must be trauma informed, empathic, and non-judgmental. Must be flexible; able to adapt and adjust to sudden changes in business needs, resources or survivor needs.

Essential Functions Include:

- Welcome clients warmly to the NOFJC and establish rapport to make them feel at ease.
- Complete intake process when requested.
- Assess and conduct case planning with the client.
- Review all available services with clients and link clients to partners for additional services
- Complete comprehensive safety planning with every client.
- Assist in completing petitions for temporary restraining orders under the supervision of Civil Legal Director and on-site attorneys.
- Provide follow-up services to clients including, but not limited to, check-up calls, court accompaniment, coordination of services with other providers, and on-going referrals.
- Review and ensure that all documents are in compliance with the requirements of the program and NOFJC guidelines.
- Generate required forms, reports and any other documents used in the intake process.
- Work collaboratively with other staff to ensure comprehensive coverage of frontline, which includes reception, lobby, play land, and other service areas as needed
- Attends pertinent meetings and trainings as requested by the Case Manager Supervisor.

- Completes 40 hours of domestic violence and sexual assault training provided by the NOFJC in the first full year of employment.
- Completes 30 hours of ongoing training each year of domestic violence and sexual assault after the first full year of employment.
- Works as a team member with the other collaborative partners at the NOFJC
- Perform other job-related duties and responsibilities as deemed necessary.

Minimum Required Qualifications

Bachelor's Degree and one year case management experience in human services, social work, public health, or related field. Must have the ability to work in a fast-paced environment and juggle multiple responsibilities with detail. Must have the ability to communicate compassionately with people from diverse cultures and backgrounds. Excellent verbal and written communication skills, and at least basic computer literacy skills required.

Preferred Qualifications:

Previous experience with domestic violence, sexual assault, human trafficking, or other trauma survivors. Comfortable working in a high energy, potentially stressful, work environment. The ideal candidate will demonstrate commitment to the mission of the New Orleans Family Justice Center. Bilingual a plus.

Reporting Relationship

Interested applicants please send resume and cover letter to Sandra Gray, Case Manager Supervisor, sgray@nofjc.org.

Salary Range: 40k annually