

Job Description

Lead Case Worker

Job Type

Full-time, Exempt Position

Location

Public Office
1202 SE Douglas Ave
Roseburg OR 97470



Battered Persons' Advocacy (BPA) is a private non-profit organization established in 1978, serving Douglas County Oregon, and is committed to creating a community free from family violence, sexual assault and stalking through support, education and empowerment.

BPA values diversity in the workplace and values the importance of addressing issues of racism, homophobia, ableism, and other issues of oppression in order to make services accessible to all individuals regardless of race, color, sex, gender identity or expression, sexual orientation; national origin, religion, age, ethnic background.

How to apply: Submit an Employment Application and cover letter to PO Box 1942, Roseburg OR 97470 or email melanie@peaceathome.com. You may submit your resume for supplemental information.

Goal Statement: The Lead Case Worker is stationed at the shelter office and is primarily responsible for direct client services for survivors residing within shelter.

The Lead Case Worker must be capable of and consistently exhibit:

- Ability to perform crisis intervention and work with trauma survivors
- Self-Awareness of personal issues when interacting with trauma survivors/clients
- Ability to effectively communicate both verbally and written
- Ability to resolve conflict effectively
- Self-motivation and the ability to work with minimal supervision
- Demonstrated ability to coordinate services with other staff
- Ability to be culturally agile and work effectively with underrepresented populations
- Ability to represent the agency in professional manner
- Effective time management skills and the ability to prioritize
- Compassion and empathy, understanding, patience when dealing with others
- Flexibility, ability to adapt to change
- Work actively to promote team cohesion and productivity
- Facilitate team meetings

Job Functions & Responsibilities:

Client Services

- Answer crisis line calls and respond to referrals from other advocates and community partners
- Provide in-person safety planning with danger assessment, peer counseling, resource and referral
- Understand and comply with advocate confidentiality and privilege
- Offer direct assistance which will enhance safety e.g. transportation, door locks, hotel stay
- Provide on-going case management that is client driven, strengths-based and goal orientated

- Ensure needs identified in house meetings are met by the team
- Support clients in housing and job search, make appropriate referrals
- Maintain knowledge of how to apply for public benefits (i.e. OHP, SNAP, and TA-DVS)
- Refer clients to other BPA programs including the DHS Co-Located Advocate, Safer Futures Advocate, Transitional Housing Manager, Lead Legal Advocate, Healthy Relationships Coordinator or Human Trafficking Services Advocate
- Provide information/education to clients around the dynamics and impacts of abuse/trauma
- Assist the Program Manager with coordinating shelter team meetings

Other Responsibilities:

- Participate in staff meetings and functions and engage in professional development activities
- Actively consider costs (time, money and materials) when performing essential duties
- Maintain statistics and documentation (i.e. case notes) promptly and accurately
- Report program challenges, successes, and needs to the Program Manager
- Provide additional on-call coverage one weekend per month to support the on-call advocates

Qualifications and Skills:

- Experience providing advocacy
- An understanding of how anti-oppression work addresses the root causes of violence
- Knowledge about the principles and application of trauma informed care
- Skills to facilitate team meetings and conduct volunteer trainings
- Associates degree in human services or related fields

Physical Demands

- Lifting and bending required
- Cleaning and some maintenance on property required

Other Requirements

- Ability to occasionally travel within and outside of Oregon State. Must have current driver's license and proof of car insurance. BPA will request a driving record at no cost to the applicant
- Required to be available by phone for certified advocates responding to crisis calls
- Ability and willingness to be on-call after hours in a rotation with other advocates
- Must be able to exchange accurate information. The person in this position frequently communicates with clients, peers, community partners
- Adheres to all agency policies and practices
- Current criminal background/fingerprint check and pre-employment drug screening required
- Other duties may be assigned by Executive Director