



Clackamas Women's Services Position Description

Position:	CWS Shelter Case Manager
Status:	Permanent, Non-exempt, Full-Time
Starting pay:	\$27.50 - \$30.75/hour, DOE, (+ \$1.00/hour for bilingual) benefits available first of the month following date of hire
Hours:	Regular schedule; Primarily weekdays; some evenings and weekends
Responsible to:	Shelter & Housing Program Director
Location:	On-site

Staff with bilingual competencies provide an additional and essential value to our organization and we increase our starting wage accordingly for bilingual staff.

Note to Candidates:

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. Clackamas Women's Services is committed to building a diverse and inclusive organization and we strongly encourage you to apply, even if you don't believe you meet every one of the qualifications as described or if you require a reasonable accommodation to apply for or perform job duties.

About Clackamas Women's Services (CWS):

Clackamas Women's Services (CWS) was incorporated in 1985 as Clackamas County's first shelter for survivors escaping family violence and domestic abuse. CWS' service delivery framework is built on trauma-informed best practices that promote safety and self-determination. Our vision is to live in a society that no longer tolerates domestic and sexual violence, but rather thrives on mutual respect.

CWS offers comprehensive, responsive solutions for adults and children impacted by sexual assault, domestic violence, stalking, the sex industry, and elder abuse. Through our emergency shelter, A Safe Place Family Justice Center, satellite offices and throughout the community, CWS coordinates services with other public and private agencies in order to best serve survivors seeking help. Participants in our programs receive no-cost services by highly trained staff.

CWS is committed to building an organizational culture that reflects our values. We envision a community of survivors, staff, partners, volunteers, and donors who are deeply committed to breaking the isolation of domestic and sexual violence. We do this by creating community and partnership, honoring, and celebrating survivors, and engaging in work toward equity and social change through

community engagement and by investing internally in continual improvement and learning processes. We are dedicated to the ongoing work of creating and sustaining a community where everyone can thrive.

Benefits of working at CWS:

Clackamas Women's Services is proud to offer competitive wages, paying above market for all positions and offering a full package of benefits including:

- 100% employer-paid health, dental, vision, and alternative care benefits for employee and dependent child(ren).
- 100% employer-paid long-term disability and life insurance.
- Generous PTO (28.5 days in first year based on accrual).
- 10 days of Holiday pay of your choosing
- Paid day off for birthday.
- Paid parental leave.
- Monthly retirement plan contribution of 5%.
- Anniversary bonus, \$25/year of service.
- \$100 monthly travel stipend
- Employee Assistance Program.
- Professional development opportunities.
- CWS was voted one of the 100 Best Nonprofits to Work for in Oregon!
- Work with a heart-centered team providing culturally responsive emergency, transitional, and long-term supports, and services. CWS helps survivors build hope and resilience so they can achieve their goals for personal safety, physical and mental wellness, financial autonomy, and family stability.

Position Purpose:

Responsible for providing case management, advocacy, and support services to participants of the CWS shelter and housing programs. The Shelter Case Manager role requires an ability to provide non-judgmental support with unconditional positive regard, transparent and honest communication as well as the ability to be flexible and creative in a variety of changing situations.

Key Responsibilities

- Staff CWS emergency shelter, providing phone screens, intakes, supporting participant exits and transitions and ensuring the safety of the shelter and participants.
- Provide on-site and in-home individualized case management for participants in the CWS shelter and housing programs.
- Provide a wide variety of advocacy strategies and engagements to shelter and housing participants.
- Build relationships and rapport with shelter and housing participants and foster community building.
- Answer the CWS crisis and support line giving appropriate information, support, and referrals for callers.
- Ensure all paperwork is done thoroughly and all required documentation is collected, and file notes are updated and accurate.
- Provide shelter and housing participants with information and support regarding domestic and sexual violence, oppressions, trauma, communal living, parenting, immigration issues, etc.

- Communicate in a trauma-informed manner and provide comprehensive information to shelter and housing participants in an accessible way.
- Assist shelter participants with cleaning and upkeep of the shelter facility, prep rooms for entering participants.
- Provide back-up support for the shelter through on-call rotation.
- Work to establish effective, positive, and ongoing relationships with community partners.
- Represent CWS at community meetings, speaking engagements and educational trainings as requested.

General Responsibilities:

- Work in conjunction with other staff to provide consistent services to participants.
- Attend CWS all staff meetings and regular team meetings.
- Meet regularly with the supervisor to plan and prioritize projects.
- Submit necessary monthly timesheets and mileage reimbursement forms.
- Manage daily schedule appropriately.
- Other duties as assigned.

Minimum Qualifications:

- Bicultural preferred
- Willingness to complete 40-hr confidential advocate training
- Demonstrated understanding of anti-oppression issues, ability to work effectively with individuals from diverse backgrounds, and understanding of culturally competent service delivery methods
- Enthusiasm for working collaboratively with a wide range of public and private systems intersecting with the DVSA field (law enforcement, DHS, courts, education, etc.).
- Computer proficiency in Windows environment including word processing and spreadsheets; (client databases preferred)
- Valid driver's license and reliable transportation required; position includes use of personal vehicle to complete some tasks.
- Must be able to travel throughout Clackamas County and the Greater Portland Area.
- The person in this position frequently: moves throughout CWS worksites and the community to meet with donors, volunteers, community members, partners, and staff. The person will also periodically move supplies and other items (up to 50 lbs.) from one place to another, participates in community events, and may work in all types of weather.

We are committed to building a diverse and inclusive workforce that represents the communities we serve. Women, people of color, LGBTQ+, older adults and people with disabilities are strongly encouraged to apply.

Clackamas Women's Services complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, religion, sex, gender identity, sexual orientation, or age.

Clackamas Women's Services operates its program, services, and activities in compliance with federal nondiscrimination laws.

Please submit a resume and cover to hr@cwsor.org with the subject line of “CWS Shelter Case Manager”

Employee Signature

Date

Program Manager/Director

Title

Date

**As noted in CWS Personnel Policies: any job may be reclassified at any time.*