



JOB DESCRIPTION

JOB TITLE: Client Services Specialist/Case Manager	
Job Family:	Supervisor: Community Services Manager
Classification: Full-Time; Non-Exempt; Hourly	On-Call Responsibilities: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Expected Schedule/Hours of Work: 40 Hours per Week	Work Location: <ul style="list-style-type: none">• On-Site at the Independence campus• Occasional remote work may be approved but is not guaranteed
Title(s) of Immediate Subordinates: N/A	Total Number of Employees Supervised: Directly: 0 Indirectly: 0

POSITION SUMMARY:

The Client Services Specialist provides flexible, trauma-informed support to survivors of domestic violence through advocacy, resource navigation, and individualized service planning, including both shelter and outreach clients. This role adapts to the unique needs of each client, whether through ongoing case management, short-term assistance, drop-in support, or crisis intervention.

ESSENTIAL FUNCTIONS:

Crisis Intervention and Emotional Support

- Provide immediate crisis intervention and advocacy to support clients' emotional, psychological, and physical well-being.
- Assist survivors in developing personalized safety plans that address both their immediate and long-term safety needs.

Advocacy, Support, and Case Management

- Serve as a liaison between clients and external service providers to coordinate access to housing, healthcare, legal aid, and other essential services.
- Conduct targeted outreach to increase awareness and accessibility of Hope House services.
- Offer personal advocacy and emotional support through assessments, identifying strengths and needs, addressing practical challenges related to experiencing domestic violence, connecting clients with resources, making meaningful referrals, and providing follow-up support.
- Offer flexible support options including drop-in, short-term, and ongoing case management to help clients work toward self-identified goals.



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- Utilize a strengths-based approach to assist clients with housing plans, budgeting, and securing safe and stable living arrangements.
- Educate clients about domestic violence to support informed decision-making and empowerment.
- Collaborate with community partners by managing referrals and participating in interagency meetings.
- Support survivors navigating systems such as family court, Children's Division, and criminal/civil justice systems.

Documentation and Record Keeping

- Maintain accurate and timely documentation to meet quality assurance, grant compliance, and reporting standards.
- Participate in continuous quality improvement activities such as case record review and other QA processes.

Other

- Participate in an on-call rotation.
- Adhere to all Hope House service philosophies, policies, and procedures.
- Perform other duties as assigned.

IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- **Trauma-Informed Care** – ability to recognize the impact of trauma on survivors and to provide non-judgmental support that avoids re-traumatization and promotes healing.
- **Advocacy and Empowerment** – ability to place the survivor's needs and preferences at the forefront, empowering them to make decisions; understanding of domestic violence and how to advocate for survivors.
- **Safety Planning** – skilled in assessing potential risks to survivors and their children; ability to identify immediate and long-term safety concerns.
- **Communication Skills** – ability to convey information to survivors in a clear, empathetic, and supportive manner; strong interpersonal skills; effective writing and documentation skills.
- **Knowledge of Domestic Violence** – comprehensive knowledge of the patterns, cycles, and impacts of domestic violence on survivors and children; familiarity with external systems that impact survivors (e.g., criminal justice, family court, child protection).
- **Collaboration and Teamwork** – ability to work effectively with other systems and agencies; strong interpersonal skills to build trust and collaborate with diverse teams; strong familiarity with local resources and ability to effectively connect survivors with those resources.
- **Responsive Care** – ability to work with survivors from various cultural, socioeconomic, and ethnic backgrounds in a way that respects their experiences and values; demonstrate flexibility in addressing different perceptions of domestic violence.



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- **Crisis Management** – ability to stay composed and calm under pressure; strong decision-making skills to quickly assess situations and offer appropriate interventions.
- **Emotional Resilience and Self-Care** – ability to maintain empathy while managing personal and professional boundaries to prevent burnout.
- **Flexibility and Adaptability** – ability to quickly adjust plans and priorities; willingness to learn and adapt to complex systems and changing best practices.

Post offer, pre-employment screening requires successful completion of a Children's Division screening, criminal background check, valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record.

WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described below represent those an employee may encounter while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

- **Physical Requirements:** The employee is regularly required to stand, walk, sit, climb stairs, hear, and reach with hands and arms. The position may occasionally require lifting and moving objects weighing up to 25 pounds. Specific vision abilities necessary for this position include close, distance, color, peripheral, and depth perception, as well as the ability to adjust focus.
- **Schedule:** This position primarily follows standard business hours but requires flexibility to accommodate client needs, including occasional evening or weekend appointments. On-call shifts are also required on a rotating basis.
- **General Environment:** Work is performed in both an office setting and community locations, including at partner agencies. This role involves frequent direct interaction with individuals who have experienced trauma.

TRAVEL REQUIREMENTS

This position requires travel within the community to provide advocacy and support to clients where they are most comfortable accessing services. Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license.

EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- A bachelor's degree in social work, psychology, human services, or a related field or appropriate training and experience in providing case management, advocacy, or crisis intervention services.

PREFERRED QUALIFICATIONS:

- Fluency in English and Spanish (spoken and written)
- Prior experience working with survivors of domestic violence
- Knowledge of local community resources



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- Prior customer service experience, preferably in a stressful environment.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Hope House prohibits discrimination and is committed to equal employment opportunities for all qualified applicants and employees.