



**Position:** Case Manager

**Organization:** Community Advocates for Family & Youth (CAFY)

**Location:** 9201 Basil Court, Largo, MD 20774

**Position Description:** Community Advocates for Family & Youth (CAFY) is a full victim services nonprofit working to prevent, support and educate about violence and victimization located in Prince George's County, Maryland. CAFY offers a range of services, including case management, with a diverse professional staff to help victims (adults, children and family members) with both short and long-term needs to assist in moving survivors and co-victims of crime on the path towards healing. CAFY seeks an experienced case manager to join our team.

This is a position located in the Victim Services department of CAFY. The Case Manager is responsible for developing relationships, emergency plans, assessments, providing support, resources and education, responding to crisis, and providing service referrals to victims of crime. The Case Manager will serve as the first point of contact for all types of crime, agencies, and other CAFY stakeholders in order to grow awareness of CAFY's services. The Case Manager will act as the first point of contact for emergency and helpline support and as a resource for other case managers, counselors and volunteers.

This is an exempt position.

- Responsibilities:**
- Provide crisis intervention and victim services support by phone and/or in-person.
  - Act as lead to build partnerships with police, service providers and the community.
  - Manage a caseload and provide support, court accompaniment and case status information.
  - Participate in outreach events and programs to raise awareness about victims' rights and services.
  - Develop new and maintain knowledge of available resources.
  - Responsible for conducting face-to-face sessions with clients in order to complete assessments, develop victim services plans, and provide supportive crisis intervention and follow-up.
  - Provide victim services (caseload can consist of individuals, as well as, family members on an individual, couples and family basis).
  - Responsible for serving populations with a variety of needs particularly stress related to trauma, victimization and family dysfunction.
  - Works with victims of intimate partner violence, abuse or exploitation, and serves as a coordinator for services and access to service.
  - Serves as a liaison between the victim service providers and the client/family.
  - Maintains and records timely, appropriate notes, dates, and logs regarding assigned clients.
  - Performs other related work as assigned.



- Qualifications:**
- Associate's degree with experience in field or Bachelor's degree in related field required. Master's degree in social work or a related field is plus.
  - Excellent verbal and written communication and presentation skills required.
  - Community engagement experience.
  - Knowledge of victim services and social basis of behavior.
  - Ability to employ case management methods and intervention techniques in an effective manner.
  - Ability to establish and maintain effective rapport and working relationships with clients, staff, guardians, family members, and representatives of other agencies and organizations.
  - Ability to prepare summaries and other reports.
  - Experience in creating solutions and solving problems.
  - Detail-oriented, excellent teamwork skills and possess an open mind regarding cultures, religions and sexuality.
  - Excellent time-management skills.

- Skills:**
- Proficient in computer use as well as Microsoft Office Suite.
  - Familiarity with Salesforce is desirable.
  - Fluent in English and Spanish helpful but not required.

- Requirements:**
- Must be willing to submit to a background check.
  - Valid driver's license and reliable transportation helpful

- Benefits:**
- 4-day work week.
  - 11 Holidays
  - Position on-site, with local travel to county agencies.
  - Paid holidays and accrued vacation up to 23 days.
  - Mileage reimbursements for statewide travel.
  - Continuous training opportunities.
  - Supplemental health benefits and 403B.

**Apply:** Application deadline is October 12, 2015 by 5 pm.

Applicants must submit a cover letter and resume to [info@cafyonline.org](mailto:info@cafyonline.org) with "Case Manager" as the subject of your email.