



Domestic Violence Caseworker I, Full Time

We are currently seeking a full time DV Caseworkers to join our Crisis Line / Emergency Response Services team providing supportive services to adults and children who are impacted by domestic violence. Caseworkers provide phone-based support, counseling, advocacy, and referrals to people who are impacted by domestic violence, and in-person support to our emergency shelter and transitional housing program residents. They also provide emergency services to clients, including picking them up and bringing them into our shelter; conducting intake interviews, shelter orientations, and peer counseling for clients. The schedule for this role is Sunday and Monday from 3pm to 11.30pm and Tuesday through Thursday from 1pm to 9.30pm.

Our Caseworkers deliver a confidential, efficient, and friendly service to our clients in a trauma-informed, empathetic, and non-judgmental manner. They must be able to work independently with minimal supervision, therefore previous experience working in a residential facility or answering a crisis line is required for these roles. The successful candidate will be experienced, comfortable and confident in their own abilities to make independent decisions and able to respond appropriately to manage and de-escalate emergency crisis situations with clients.

As well as answering our phone line, Caseworkers provide direct emergency services to clients alongside police and hospital staff, and provide interventions like safety planning, bringing clients to our confidential site from across Contra Costa County, and advocating on their behalf with other organizations and services.

Information management is vital to maintaining excellence in our service delivery, and our Domestic Violence Caseworkers keep up to date, accurate documentation of client contact and activity that occurs while they are working.

COVID-19

STAND! is an essential organization, and safety is one of our key values. We have developed a robust COVID-specific Illness Prevention Plan, adopted new policies and practices, and provided training that aims to reduce the risk of exposure to employees, volunteers, clients, and visitors. **We are moving forward with recruitment to this vacancy and this role is based on site at our emergency shelter / transitional housing campus.**

Required qualifications:

- Minimum 2 years' experience providing crisis intervention services
- Minimum 2 years' experience working on a crisis line and/or working in a residential community
- Excellent active listening and communication skills
- Experience using positive problem-solving techniques and conflict resolution, de-escalation strategies
- Strong oral and written communication skills
- Ability to work with people from diverse backgrounds and demonstrate cultural competency
- Ability to serve clients from a trauma-informed perspective, and in an empathetic manner, while maintaining appropriate boundaries
- Previous experience providing social services and/or case management

We consider the following as basic requirements for employment with us:

- Proficiency in computer skills, especially using Outlook, Word, Excel and customized databases

- Commitment to maintain shelter-site confidentiality
- Understanding of the Agency's mission and ability to maintain appropriate boundaries with clients in all circumstances
- Ability to work with people from diverse backgrounds
- Reliable vehicle, valid California driver's license, clean driving record, and proof of insurance (MVR will be run prior to hire and periodically thereafter)

Employment with STAND! is contingent upon clear fingerprint and criminal history record, and successful completion of U.S. Department of Justice Form I-9. Continued employment is contingent upon successful completion of the agency's mission-related required training.

Having a Bachelors' Degree and possessing Spanish/English skills are preferred qualifications for this vacancy.

[STAND! For Families Free of Violence](#) was born from the strand of the equal rights movement that sought the eradication of violence against women. We are an organization that provides social services while participating in the larger activities of moving the dial on social justice. Successful candidates for all our positions will be eager to participate in social justice work including the interruption of structural inequity in service of ending gender-based violence. We are a values-led organization, and employees are committed to our values of integrity, passion, compassion, safety, accountability, innovation, and collaboration; and eager to create and participate in a work culture of inclusion, interpersonal kindness, and accountability.

STAND! offers:

- The opportunity to make a difference in the lives of our clients.
- A learning environment
- Hourly rate between \$20.25 and \$21.33. A 5% bilingual differential is payable for fluent Spanish/English skills
- Eligible for our generous benefits package which includes medical, dental, vision, life and AD&D insurance, voluntary acupuncture and chiropractic insurance, 403(B) plan (limited employer match after one year's service); and to earn vacation, sick leave and holiday pay.

To apply:

Apply by emailing a cover letter, resume and the names of three supervisory references to: resume@standffov.org. **Please put "DVCI" in the subject line of your email and indicate the schedule you are interested in, in your cover letter.**

STAND! For Families Free of Violence is an Equal Opportunity Employer committed to staff diversity. We welcome qualified persons of all backgrounds to apply.

Revised: 11/06/2021