



Domestic Violence Caseworker, Overnight, Awake

We are currently seeking a full time DV Caseworker to join our Crisis Line team providing supportive services to adults and children who are impacted by domestic violence.

In this overnight awake role, the Caseworker will 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; and conducting intake interviews, shelter orientations, and peer counseling for clients. This position works Sunday through Thursday overnights, starting at 11.00pm and ending at 7.30am the next day.

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 answering a crisis line and working in a residential setting is required. The successful candidate will be experienced, comfortable and confident in their own abilities to make independent decisions and respond appropriately to manage and de-escalate emergency crisis situations with clients.

As well as answering our phone line, Caseworkers provide interventions like safety planning, bringing clients to our confidential site from hospitals and police department, 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.

Mission, values and culture

STAND! is a catalyst for breaking the multi-generational cycle of violence, promoting safe and strong relationships, and rebuilding lives. Our work is guided by our values of integrity, passion, compassion, safety, accountability, innovation, and collaboration. We welcome staff who can embrace these values, and who seek to create and participate in a culture of interpersonal kindness and accountability, with respect for every stakeholder in the agency; and for the contribution of everyone who joins us in this work. Read more about our mission-driven agency at

<http://www.standffov.org/>

Required qualifications for these positions:

- Minimum 2 years' experience providing crisis line services, preferably sited within a residential community.
- Excellent active listening and communication skills.
- Experience using positive problem-solving techniques and conflict resolution, de-escalation strategies.
- Experience assessing clients' needs in crisis situations.
- Previous experience providing social services and/or case management.
- 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.

- Commitment to maintain shelter-site confidentiality.
- Proficiency in computer skills, especially using Outlook, Word, and Excel; strong skills in working with customized databases.
- Understanding of the Agency's mission, and ability to maintain appropriate boundaries with clients at all times.
- Reliable vehicle, valid California driver's license that has been held for 3+ years, clean driving record, and proof of insurance. The safety of our staff and the clients they transport is important to us. MVR will be obtained prior to hire and run periodically thereafter.

Employment with STAND! is contingent upon clear fingerprint, criminal history check, clear MVR, and successfully completing U.S. Department of Justice Form I9. Continued employment is contingent upon successful completion of the Agency's mission-related required training.

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

We offer:

- The opportunity to make a difference in the lives of our clients
- A learning environment
- Hourly rate \$25.50 plus a 5% bilingual differential for fluent Spanish/English skills
- Eligible for our generous benefits package which includes medical, dental, and vision plans with premiums fully paid by STAND!, 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 be considered, please email a cover letter, resume and the names of three supervisory references to: resume@standffov.org.

STAND! For Families Free of Violence is an Equal Opportunity / Affirmative Action Employer committed to staff diversity. We welcome applications from qualified people of all backgrounds to apply.

Posted: 03/22/24