



Denver Children's
Advocacy Center

JOB DESCRIPTION

Title: Case Manager
Reports To: Program Director
Status: Full Time - Exempt

The mission of Denver Children's Advocacy Center is to prevent abuse, strengthen families and restore childhood. DCAC serves children who have been sexually abused, neglected, or traumatized by witnessing violence. We are one of 18 child advocacy centers in Colorado providing friendly, family-supportive services in one central location, or close by. Our goal is to ensure that every child in Denver and neighboring counties who has been traumatized by sexual abuse, or by witnessing homicide or domestic violence receives immediate, compassionate and effective investigation, assessment and, if needed, mental health treatment. DCAC never charges families for its services, and we never place time limits on healing. DCAC is committed to providing services, along with a broad network of community partners, to all communities and populations in Denver. We are committed to the ongoing work of providing quality and culturally responsive services to children and families of all backgrounds and identities.

General Responsibilities

It is the responsibility of all DCAC employees to support DCAC's mission and goals, to respect the confidentiality of all who come to us for assistance, and to personally maintain the dignity and integrity of one who is placed in a position of public trust. We all bear the responsibility of improving the organization, communicating openly, empowering each other to excel at our work and to dedicate ourselves to inclusivity.

Summary of Position

This position is full time (40 hours per week, Monday through Friday) and is based at the DCAC office at 2149 Federal Boulevard.

This job description should not be construed to imply that the requirements listed are the exclusive standards of the position. The Program Director reserves the right to assign or delegate other tasks, as necessary. This position is funded by the American Rescue Plan Act.

Case Management Duties and Responsibilities

- Knowledgeable about Child Advocacy Center operations and family services resources
- Provide direct case management and crisis prevention support to clients and families, while connecting them with basic needs, such as housing, food, clothing, health care, legal services, and vocational services
- Develop and maintain effective relationships with other community professionals and organizations and maintain a working knowledge and database of available community services.
- Act as a client advocate and a liaison between internal and external providers, and community resources to integrate and coordinate services.
- Make referrals to community-based organizations and resources that are consistent with the identified needs in the plan of care or by the client.
- Provide services that demonstrate cultural awareness and respect of cultural beliefs, customs, and norms.
- Consistently meet service deadlines relating to responding to referrals and conducting case management and documentation
- Maintain current best practices by attending training, conferences, and other opportunities for continuing education.
- Provide Spanish- English language translation for clinicians as needed.
- Provide Spanish- English interpretation when needed.

Clinical Intake Duties and Responsibilities

- Conduct and manage initial intakes and orientations for the Assessment & Treatment program.
- Review intakes with the Program Director
- Provide support, orientation and information about DCAC services to child victims of crime and to non-offending family members.
- Provide information to non-offending family members about their rights as victims of crime, including victim compensation assistance and other community resources.

Competency

To perform the outlined duties and responsibilities successfully, the person in this position should demonstrate the following competencies:

- Demonstrates integrity and professionalism managing confidential material and sensitive situations.
- Identifies and analyzes needs and applies resources effectively to meet those needs.
- Adapts strategy to changing conditions and communicates changes effectively.
- Speaks clearly and effectively in positive or negative situations.
- Demonstrates respect and sensitivity for cultural differences.
- Demonstrates ability to effectively balance task-oriented and process-oriented duties.
- Manages competing demands and demonstrates persistence in meeting difficult challenges.
- Able to efficiently organize, manage multiple responsibilities, and be detail oriented.
- Willingness to take initiative, high level of self-motivation, and ease working independently or as part of a team.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.

Qualifications

The requirements listed below are representative of the knowledge, skill and/or ability required to perform this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree
- Written and oral Spanish language skills (required)
- Ability to tolerate numerous interruptions throughout the day.
- Dedication to working with diverse populations.
- Must pass background check.

Benefits

Salary based on experience and qualifications (Salary range: \$55,000-\$59,000 annually). Denver Children's Advocacy Center offers an excellent compensation package with full benefits which include medical, dental, and vision insurance, as well as a retirement plan option.

Denver Children's Advocacy Center is an equal opportunity employer and seeks a diverse applicant pool.

To apply for this position, please email your resume and cover letter to Cathy Hay at Cathy@DenverCAC.org