



JOB DESCRIPTION – HOUSING CASE MANAGER

AGENCY OVERVIEW:

Apna Ghar provides critical, comprehensive, culturally competent services, and conducts outreach and advocacy across communities to end gender violence.

Visit www.apnaghar.org and follow us on social media for more information.

POSITION SUMMARY:

Apna Ghar is seeking a case manager to provide housing services to survivors of gender-based violence. Case managers at Apna Ghar play a central role in implementing effective programs under the guidance of senior programs staff. Case management is a core component of our work and a case manager is primarily responsible for providing high-quality and impactful support and services to our programs participants and those who seek our services. This position focuses on housing but includes providing a wide array of other services including crisis counseling, coaching, sharing relevant information on rights and options, connecting to relevant resources, and advocacy on behalf of program participants. The case manager will work in close collaboration with staff and management across the agency to ensure program goals are met. Results for this position will be measured against quantity, quality and effectiveness of service delivery. This position reports to the Program Coordinator who in turn reports to the Programs Manager.

RESPONSIBILITIES INCLUDE:

- Assist survivors of gender violence through crisis management, safety planning, needs assessment, service planning, case management and advocacy.
- Assess housing needs, provide relevant and useful information on rights and available options, and connect appropriately to housing as well as other resources in and outside the project
- Coach clients using motivational skills to help them move along their service plan objectives
- Assess other service needs, provide relevant and useful information on rights and available options, and connect appropriately to resources that include education, employment, and health
- Support clients with logistics management in case of moving into new housing
- Create, maintain and update resources to ensure program and client success
- Advocate for clients with different agencies as needed - law enforcement, social, medical agencies and other institutions
- Conduct outreach to ensure appropriate quantity of services while ensuring high-quality in the overall program area
- Effectively use data and case management tools implemented
- Maintain file-keeping, data entry, analysis, and reporting along with other administrative tasks
- Prepare weekly and monthly internal reports, and contribute to any other reporting processes, as needed
- Ensure all protocols and performance standards are actively integrated into direct service implementation, and services are standardized and consistent at all times
- Foster and sustain sharing and a collaborative environment to ensure client, program and agency



success.

Other responsibilities as assigned.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in social sciences, social work, psychology or related fields; or an equivalent mix of experience and education is preferred
- At least 3 years of overall work experience in direct client services; case management experience preferred
- Experience working with diverse populations in culturally competent settings
- 40-Hour Domestic Violence certification and foundational understanding of gender violence, gender issues, and cultural competency
- Knowledge of local resources and services and ability to network and collaborate with other orgs to access these
- Strong experience in report writing for donors is preferred
- Excellent interpersonal and intercultural communication skills; excellent oral communication skills and ability to participate in public events and group settings; excellent conflict management and conflict resolution skills
- Excellent organizational, analytical and problem-solving skills
- Excellent collaboration, teamwork and teambuilding skills
- Fluency in a second language preferred
- Willingness to accompany clients by public or private transport

APPLICATION PROCESS:

Submit resume and cover letter to info@apnaghar.org with "Housing Case Manager" in subject line. No phone calls, please.