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## **Case Manager**

*Non-Exempt, Full-Time Position*

*\$30.73 per hour (plus an additional \$1.50 bilingual pay)*

*The position is based in the Santa Cruz and Watsonville office.*

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### **WHY JOIN US**

We are activists, advocates, feminists, leaders, and people who empower striving to create a world free from violence and abuse.

We are committed to serving as leaders for social change for the benefit of the community through advocacy, shaping policy, and collaborating with community partners.

Imagine yourself working for a social justice organization that helps transform lives and communities...

Monarch Services is a social justice organization that has helped transform lives and communities affected by intimate partner violence, sexual violence, and human trafficking in Santa Cruz County and the Pajaro Valley since 1977.

### **THE OPPORTUNITY**

Under the direct supervision of the Children and Youth and Prevention Program Manager and within the scope of the agency's mission, goals, and objectives, the Case Manager is responsible for assisting clients and their families by providing services, including but not limited to; intensive contact with clients, referrals to other agencies/programs, crisis intervention, and assessments. The Case Manager must be fluent in English and Spanish and effectively communicate orally and in writing in both languages.

### **WHO YOU ARE**

- You have a bachelor's degree plus three years of related work experience **or** five-years of experience working with people in crises involving domestic violence and/or sexual assault or a related field.
- You have knowledge of and experience working in the Latinx community and other unserved and underserved communities.
- You can work flexible hours, including evenings and weekends, as needed, to be responsive to community requests.
- You have completed a State-Certified Domestic Violence/Sexual Assault Peer Counselor Training and an agency Advocate Training. (Training may be completed after hire).

- You have a valid California driver's license and use an insured vehicle.

## SKILLS

- Fluency in English and Spanish is **required**.
- Excellent communication skills., Ability to work with people of diverse ethnic, cultural, religious, socio-economic, sexual, and political orientations.
- Working knowledge of personal computer, experience with MS Office software including Word and Outlook.

## WHAT YOU'LL DO

- You will support the crisis line and other crisis intervention services as needed.
- You will respond to hospitals and law enforcement to assist, support, and advocate for survivors as needed.
- You will provide peer counseling to clients through face-to-face appointments, zoom, phone, or via the crisis line.
- You will conduct client assessments to determine client needs. Assess client's needs and goals to determine appropriate resources, including the referral to additional agency services without delay. Works in partnership with clients to develop individualized goal plans and monitor progress.
- You will provide SART (Sexual Assault Response Team) follow-up.
- You will serve as the primary contact for assigned clients and work directly with their team to implement, monitor, and promote the safety and well-being of clients.
- You will make appropriate client referrals to community resources and follow up as needed.
- You will maintain the assigned caseload and work within a program structure.
- You will work collaboratively within a team environment. You will maintain clear and concise client files and records and assist in gathering statistical information in compliance with funding requirements.
- You will work collectively within your department and with other agency departments to best serve and support the clients. This includes advocating strongly, internally and externally, to best meet client needs.
- You will exhibit organizational skills and good time management with the ability to prioritize workload and handle multiple tasks and demands—the ability to provide timely follow-through of work assignments and meet deadlines accordingly.
- You will work to develop a specialty within your Case Manager role that is focused on client deliverables.
- You will maintain Peer Counselor certification by completing continuing education requirements, as required by state grantors.
- As required, you will attend staff meetings, training sessions, supervision, and other agency meetings.

- You will maintain effective working relationships with other agency staff, volunteers, board of directors, clients, and representatives of government and other community organizations.
- You will effectively engage and interact with others demonstrating active listening skills, tact, and diplomacy. Must have problem-solving and conflict-resolution skills. Consistently applies good judgment and client confidentiality.
- You will act calmly in emergencies; ability to work successfully in a high-stress environment.
- Other duties related to the specific classification as assigned.

## **BENEFITS & PERKS**

### Keeping you healthy

We take a holistic approach to wellness, physical, emotional, and financial. Our comprehensive benefits package includes the following:

- Up to 100% agency-paid medical, dental, vision, and life
- 403B retirement benefit with up to 4% employer match
- Flexible Spending Account and Dependent Care Plan available

### Balancing your Life

Work-life balance is an essential aspect of self-care. That's why we provide generous time off policies for everything life throws your way. We've covered you, whether it's a new baby, a family, or a nasty cold.

- 16 Holidays and Paid Time Off benefits for regular employees.
- Summer and Winter office closure
- Self-care retreats.

### How we collaborate

We cultivate comradery between all Monarch staff and programs supported by a range of fun activities that bring us together.

- Agency Engagement Committee
- Diversity Equity Inclusion Belonging Committee
- Green Team Committee

## **THE FINE PRINT**

While performing the duties of this job, the employee is regularly required to walk; sit; drive; use hands to finger, handle, or feel; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

Maintain physical and mental composure while dealing with emergencies, crisis situations, and deadlines.

### **How to apply:**

**Submit your resume and cover letter packet  
clearly outlining your related experience to this position  
via e-mail (MS Word or PDF formats only) to [careers@monarchsc.org](mailto:careers@monarchsc.org)**

**The position will remain open until filled.**

**NON-EXEMPT EMPLOYEES OF MONARCH SERVICES ARE REPRESENTED BY  
SERVICE EMPLOYEES INTERNATIONAL UNION.**

**MONARCH SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER.**

**WE VALUE AND WELCOME DIVERSITY OF ETHNIC, CULTURAL, RELIGIOUS, SOCIO-ECONOMIC, AND POLITICAL  
BACKGROUNDS, SEXUAL ORIENTATION/IDENTIFICATION, AND ABILITIES.**

**We take pride in being a family-friendly and green-certified workplace.  
We lead by example to protect our environment and support families.**