

Resilience  
**Case Management Specialist - Bilingual**  
Job Description

**Position Title:** Case Manager Specialist (bilingual, full-time, non-exempt)

**Reports to:** Director of Advocacy Services

**Salary Range:** \$40,500 - \$42,000

**ORGANIZATIONAL BACKGROUND**

Resilience is an independent, not-for-profit organization dedicated to the healing and empowerment of sexual assault survivors through non-judgmental crisis intervention counseling, individual and group counseling, and medical and legal advocacy in the greater Chicago metropolitan area. Resilience provides public education and institutional advocacy in order to improve the treatment of sexual assault survivors and to effect positive change in policies and public attitudes toward sexual assault. Established in 1974, Resilience now serves over 2000 survivors of sexual violence and their loved ones annually through our main office in downtown Chicago and our community-based offices in Austin, Ravenswood and on the Stroger Hospital campus.

**GENERAL ROLE DESCRIPTION**

This specialist will be the first contact to survivors and their families who have been seen in one of Resilience's 17 partner hospitals, in addition to ensuring clients who call or email in for services are connected with the appropriate advocate or counselor. The Bilingual Case Manager Specialist will be responsible for providing immediate crisis intervention and information and referrals to clients as well as their non-offending parents/guardians and/or significant others. This position will coordinate intakes by documenting requests for counseling and advocacy services, schedule and complete in-person intake paperwork with adult and child/guardian clients and administer survey data. The Bilingual Case Manager Specialist will actively support the promotion of synergy across Resilience programs and will ensure Spanish Speaking clients are connected to a specialist to assess their needs and provide necessary support in Spanish.

**RESPONSIBILITIES**

- Provide crisis intervention, information and referrals via the Resilience Central Office through telephone and in-person contacts Monday through Friday from 9am-5pm to survivors of sexual assault and their significant others.
- Provide follow-up crisis intervention and emotional support, assessing medical/legal advocacy and counseling needs to sexual assault survivors seen in the emergency department of partner hospitals.
- Provide accurate information and referrals including temporary housing, food, clothing, locksmith services, substance abuse treatment, counseling, and other needed follow-up by maintaining knowledge and documentation on services available to survivors and their loved ones.
- Provide on-call coverage for assigned and rotating shifts as part of the 24-hour in-person hospital crisis response. This involves regular evenings and some weekends.
- In conjunction with program directors, assign intakes to advocates and counselors as appropriate and manage client waitlist for services.
- Provide support and information to family members and significant others within the bounds of the rape crisis confidentiality statute.
- Assist Advocacy Volunteer Coordinator with daily medical advocacy page tracking, intake processing and data entry.
- Maintain accurate and complete records of services delivered including but not limited to the following:

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- Process intakes daily from Resilience's 24 hour medical advocacy program
- Log direct/indirect service hours for all advocates providing direct service while on call
- Assure that all intake forms have been received and clients requesting follow up services are connected with the agency
- Attend all staff/supervision/case consultation meetings, attend advocacy in-services, and participate in staff development activities.
- Participate in meetings/trainings for local and statewide sexual assault coalitions, institutional partners, and other agencies, as assigned.
- Assist Resilience's public policy initiatives by documenting institutional advocacy forms by staff and volunteers.
- Complete monthly reports and documentation, including assisting the Director of Advocacy Services with statistical reporting.
- Evaluate the experience that the client had with the advocate in the ER by asking assessment questions and capturing the feedback.
- Assist the Advocacy Volunteer Coordinator and Director of Advocacy Services with portions of the volunteer training on documentation and intakes.
- Perform other duties as assigned.

**Position requirements:**

- BA/BS or equivalent in related field
- Bilingual (Written and verbal fluency) in Spanish/English required; Bicultural strongly preferred
- Strong interpersonal skills
- Ability to objectively advocate for the needs/rights of others
- Excellent verbal and written communication skills
- Strong public speaking skills with a variety of audiences
- Ability to take initiative and work independently, as well as with a team
- Exceptional organizational and record-keeping skills
- Positive attitude and pro-active approach to problem solving
- Previous experience working on women's and/or human rights issues, addressing sexual violence/gender-based violence, and working with diverse populations including LGBTQ communities strongly preferred
- Completion of a minimum of 40-hours of sexual assault training within 60 days of hire is required; previous completion of the training is very strongly preferred

***Persons of color and LGBTQ persons are encouraged to apply. Resilience is an equal opportunity employer and does not discriminate on the basis of race, age, sex, gender identity, gender expression, national origin, sexual orientation, or disability in its procedures and policies.***

**To Apply:**

Send cover letter and resume to:

[jobs@ourresilience.org](mailto:jobs@ourresilience.org)

**Please note that resumes received without cover letters will not be considered.**