



RESILIENCE
EMPOWERING
SURVIVORS
ENDING SEXUAL
VIOLENCE

180 North Michigan Ave.
Suite 600
Chicago, IL 60601

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ourresilience.org

Position Title: Case Management Specialist (full-time, non-exempt)

Reports to: Supervisor of Advocacy Services

Pay Range: \$43,000 - \$45,000, commensurate with experience

Benefits: HMO, Dental, Vision, Life Insurance fully covered by employer. Holiday, Vacation and Sick time.

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 trauma therapy, 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 and Ravenswood, and several co-locations within partner organizations across the city.

GENERAL ROLE DESCRIPTION

The Case Management Specialist (CMS) is the primary follow-up contact for survivors and their loved ones who have received services at one of Resilience's 15 partner hospitals. This position responds to clients who call or email requesting advocacy services by providing immediate crisis intervention and information and referrals to clients as well as their non-offending loved ones. Responsibilities include coordinating intakes by documenting requests for services, ensuring timely follow up to clients and conducting data entry of our 24-hour crisis response services, on-call system and call volume. This position is part of the on-call staff rotation providing 24-hour crisis response to affiliated hospitals.

RESPONSIBILITIES

- Provide crisis intervention, information, and referrals to survivors of sexual assault and their loved ones in the Resilience Central Office and remote through telephone, email, and in-person/virtual contacts
- Provide crisis intervention, emotional support, and medical/legal advocacy to sexual assault survivors seen in the emergency department of partner hospitals
- Provide follow-up crisis intervention and emotional support, triaging ongoing medical/legal advocacy needs of sexual assault survivors seen in the emergency department of Resilience partner hospitals and providing information and referrals
- Provide on-call coverage for assigned and rotating shifts as part of the 24-hour hospital crisis response. This involves regular evenings and some weekends
- Provide 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 support and information to family members and loved ones within the bounds of the rape crisis confidentiality statute
- Assign intakes to advocates as appropriate, in conjunction with Director of Advocacy Services and Supervisor of Advocacy Services
- Conduct 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:
 - 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

- Ensure that all intake forms have been received, and clients requesting follow up services are contacted promptly
 - Evaluate the experience that the client has had with the advocate in the ER by asking assessment questions and capturing the feedback
- Support the Training & Outreach Manager in offering professional trainings for a variety of audiences through the Resilience Training Institute as needed
- Assist the Advocacy Volunteer Manager and Director of Advocacy Services with portions of the volunteer training and in-services as needed
- 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
- Participate on internal and external committees or activism that address issues of responding to sexual or domestic violence, systems-based advocacy, trauma-informed care, racial equity, reproductive justice, disability inclusion, economic justice, and/or LGBTQ+ issues
- Complete monthly reports and documentation, including assisting the Director of Advocacy Services with statistical reporting
- Perform other duties as assigned

REQUIREMENTS

- One year of professional work experience preferred
- Bilingual (written and verbal fluency) in Spanish and English 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 proactive approach to problem solving
- Previous experience working on human rights issues, addressing sexual violence/gender-based violence, and working with diverse populations including LGBTQ and BIPOC communities strongly preferred
- Familiarity and/or experience working with the criminal legal system or health care systems is 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

ENVIRONMENTAL/ PHYSICAL

- If you are offered employment with Resilience, please take one of the following steps to meet the necessary requirements.
 - Prior to or on your first date of employment, you will be required to provide proof of your COVID-19 vaccination to Human Resources Department.
 - You will receive direction on how and when to provide proof of your COVID-19 vaccination. Acceptable proof of vaccination includes:
 - CDC COVID-19 vaccination record card
 - Documentation of vaccination from a health care provider or electronic record
 - A copy of medical records documenting the vaccination

- A copy of immunization records from a public health
- Possible exposure to vicarious trauma
- Potential for exposure to environmental and/or psychological hazards on or offsite at select partner locations
- Physical requirements may include (extended or periodic) walking, bending, reaching, sitting and lifting

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:

Please send your cover letter and resume to:

Stephanie Waller, Supervisor of Advocacy Services

jobs@ourresilience.org

Include Case Management Specialist and your last name in the subject line.

Please note that applications without cover letters will not be considered.

No phone calls, please.