



RESILIENCE
EMPOWERING
SURVIVORS
ENDING SEXUAL
VIOLENCE

180 North Michigan Ave.
Suite 600
Chicago, IL 60601

312-443-9603 tel
312-443-9602 fax
ourresilience.org

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

Reports to: Director of Crisis Services

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

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

Location: Hybrid in-person/work-from-home

ORGANIZATIONAL BACKGROUND

Resilience is an independent, nonprofit organization dedicated to the healing and empowerment of sexual assault survivors through nonjudgmental 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 serves over 2,000 survivors of sexual violence and their loved ones annually. Resilience has a main office in downtown Chicago, a community-based office in Austin, 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 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 significant others. Responsibilities include coordinating intakes by documenting requests for services, ensuring timely follow-up to clients, and conducting data entry for our 24-hour crisis response services. This position is part of the on-call staff rotation providing 24-hour crisis response to partner hospitals and is an essential part of the Crisis Services Program.

RESPONSIBILITIES

- Provide crisis intervention, information, and referrals to survivors of sexual assault and their loved ones in the Resilience Central Office through telephone, email, and in-person contacts
- Provide follow-up crisis intervention and emotional support, assessing medical/legal advocacy needs of sexual assault survivors seen in the emergency department of Resilience partner hospitals
- Provide accurate information and referrals for temporary housing, food, clothing, locksmith services, substance abuse treatment, 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, including regular evenings and some weekends
- In conjunction with the Director of Crisis Services, Director of Advocacy Services, and Supervisor of Advocacy Services, assign intakes to advocates as appropriate
- Conduct daily medical advocacy page tracking, intake processing, and data entry
- Maintain accurate and complete records of services delivered
- 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 violence, trauma-informed care, racial equity, disability inclusion, or LGBTQ+ issues
- Complete monthly reports and documentation, including assisting the Director of Crisis Services with statistical reporting and adherence to agency and departmental documentation submission requirements



- 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 Supervisor and Director of Crisis Services with portions of the volunteer training and in-services
- Support the Training & Outreach Supervisor in offering professional trainings for a variety of audiences through the Resilience Training Institute as needed
- Perform other duties as assigned

Perform other duties as assigned to further the reputation and financial stability of Resilience

POSITION REQUIREMENTS

- Bilingual Preferred (written and verbal fluency) in Spanish and English preferred, bicultural strongly preferred
- 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 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 recordkeeping skills
- Positive attitude and proactive approach to problem solving

ORGANIZATIONAL REQUIREMENTS

- Exceptional executive functioning skills and emotional intelligence
- Adaptability, conscientiousness, and reliability
- Excellent verbal and written communication skills
- Ability to give and receive honest, constructive feedback
- Ability to take initiative and work independently, as well as in a team environment that includes cross-department coordination
- Passion for Resilience's mission required; understanding of and/or experience working with sexual assault, women's issues, and human rights issues preferred
- Flexibility to work occasional evening and weekend hours
- Completion of a minimum 40-hours of sexual assault training within 90 days of hire

HYBRID WORK ENVIRONMENT

To help promote work-life balance, Resilience provides a hybrid workplace that allows employees to work remotely or from the office, based on the needs of the organization and their personal preferences.

BACKGROUND CHECK REQUIREMENTS

Because of the nature of our funding, all staff, interns, and volunteers are required to clear a criminal background check, free of convictions related to 1) any sex offense, and 2) any offense in which the victim is, by statute, a youth, including but not limited to, child abuse and child endangerment.



RESILIENCE
EMPOWERING
SURVIVORS
ENDING SEXUAL
VIOLENCE

180 North Michigan Ave.
Suite 600
Chicago, IL 60601

312-443-9603 tel
312-443-9602 fax
ourresilience.org

Additional background checks vary by position and are required for work with Chicago Public Schools, Cook County Health and Hospitals System, and for work with survivors who are incarcerated. Those who do not pass these requirements are not eligible for employment.

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 the Human Resources Department.
 - You will receive directions 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:

Send a cover letter and resume to:

McKenna Rogan, Director of Crisis Services

jobs@ourresilience.org

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

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

No phone calls, please.