

Case Management Specialist

ORGANIZATIONAL BACKGROUND

The mission of Resilience is to end rape culture and empower sexual assault survivors through advocacy, education, and healing. Throughout Chicago, we provide nonjudgmental crisis intervention counseling, individual and group trauma therapy, medical and legal advocacy, public education, and institutional advocacy to improve the treatment of 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 Chicago's West Side, and co-locations within partner organizations across the city.

Reports To: Director of Crisis Services

Status: Full-time, Non-Exempt

Requirements: Bilingual (written and verbal fluency) in Spanish and English

Salary Range: \$53,000-\$55,000

Benefits: HMO, Dental, Vision, and Life Insurance fully covered by the employer. Generous holiday schedule and paid time off. Free onsite gym at our Downtown Loop location.

Location: Hybrid (In-person 3 days a week at Downtown Loop location). Additional in-person duties may be required at Resilience sites and partner locations.

GENERAL ROLE DESCRIPTION

The Case Management Specialist (CMS) is the first point of contact for survivors and their loved ones seeking advocacy or trauma therapy services from Resilience. This position manages the intake and client assignment process and provides immediate crisis intervention and information/referrals to survivors and their loved ones. In addition, the Case Management Specialist manages Resilience's external referral database and develops partnerships with other community-based organizations and resources for survivors. This position is an essential part of the Crisis Services Program and reports to the Director of Crisis Services.

RESPONSIBILITIES

Direct Client Support & Crisis Services

- Conduct daily intake processing and data entry ensuring timely follow-up to requests for services
- 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, addressing medical/legal advocacy and trauma therapy needs of sexual assault survivors seen in the emergency department of Resilience partner hospitals
- Evaluate the experience that the client had with the advocate in the ER by asking assessment questions and capturing the feedback

- 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 and resources available to survivors and their loved ones
- In conjunction with the Director of Crisis Services and Director of Advocacy Services, assign clients to advocates as appropriate
- 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

Administration, Documentation & Data Management

- Maintain accurate and complete records of services delivered
- Complete monthly reports and documentation, including assisting the Director of Crisis Services with statistical reporting and adherence to agency and departmental documentation submission requirements

Community Partnerships, Outreach & Organizational Engagement

- Build partnerships with other community-based organizations to expand the network of resources available to survivors and their loved ones
- 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
- 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 to further the reputation and financial stability of Resilience.

Position Requirements

- Bilingual (written and verbal fluency) in Spanish and English required, 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, gender issues, and human rights issues preferred
 - Flexibility to work occasional evening and weekend hours
 - Completion of minimum 40-hours of sexual assault training within 90 days of hire
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Hybrid Work Environment

To support team collaboration and operational success, Resilience utilizes a structured hybrid work schedule requiring 2-3 days per week in the office. While we value workplace flexibility, this position requires regular onsite presence and is not a remote role. Onsite schedule requirements are based on organizational need and individual performance, and may be adjusted as necessary.

Background Check Requirements

Due to 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. Additional background checks vary by position and are required for work with Chicago Public Schools and with survivors who are incarcerated. Those who do not pass these requirements are not eligible for employment.

Environmental/Physical

Due to the nature of our work, all employees have the following potential risks, which will vary depending on the role:

- Exposure to vicarious trauma
 - 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
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Benefits and Perks

At Resilience, we believe caring for our team is essential to caring for our community. Eligible employees have access to a comprehensive benefits package that includes medical, dental, and vision insurance, life and disability coverage, a retirement savings plan, flexible spending accounts, and an Employee Assistance Program (EAP) offering confidential counseling and support resources. Employees also enjoy generous paid time off, including holidays, vacation, sick time, wellness time, bereavement leave, jury duty leave, and other protected leaves of absence. We have a fully-equipped fitness center onsite at our Downtown Loop location that offers staff a convenient way to focus on

health and wellness before, during or after the workday. We are committed to supporting the health, well-being, and professional growth of our staff so they can thrive both at work and in their personal lives.

How to Apply

To apply, please complete our application here: <https://ourresilience.bamboohr.com/careers/>

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.

Resumes without a cover letter will not be considered. Thank you.