



Domestic Violence Caseworker, Full Time. Swing and Overnight Shifts

We are currently seeking a full time Domestic Violence Caseworker to join our crisis line team providing comprehensive supportive services to adults and children who are impacted by domestic violence. Caseworkers offer these services on the phone through our 24 hour crisis and counseling line, in person, in response to our residents' needs, and in the community. Although DV Caseworkers are expected to be able to cover any shifts, the successful candidate for this position will be assigned to swing shift, 4.30pm to 1am Tuesday and Wednesday, and overnight shifts, 11pm to 7.30am Thursday through Saturday.

Caseworkers deliver a confidential, efficient, and friendly service to our clients in a trauma-informed, empathetic, and non-judgmental manner. Caseworkers must be able to work independently with minimum supervision, therefore **previous experience working in a residential facility or answering a crisis line is required**. The successful candidate will be experienced, comfortable and confident in their own ability to make independent decisions and respond appropriately to manage and de-escalate emergency crisis situations with clients.

Caseworkers may provide direct emergency services to clients together with police and hospital staff, and address client needs by providing necessary interventions, including transporting clients to our confidential site from across Contra Costa County, accompanying clients, and advocating for them. Information management is vital to maintaining excellence in our service delivery, and our Domestic Violence Caseworkers keep up to date, accurate documentation of client contact and activity that occurs while they are working.

About STAND!

STAND! For Families Free of Violence is a catalyst for breaking the multi-generational cycle of violence, promoting safe and strong relationships, and rebuilding lives. Our integrated approach to domestic violence and child abuse services uniquely situates us to take the lead in addressing the complex dynamics of violence within families. Founded in 1977, STAND! serves all of Contra Costa County with prevention, intervention, and treatment services. Read more about our mission-driven agency at <http://www.standffov.org>

Required Qualifications:

The ideal candidate for any position at STAND! For Families Free of Violence will be a good team player, resourceful, dependable, ethical and resilient. Candidates will also be able to communicate effectively and demonstrate initiative, good judgment and passion for helping others. The successful candidate will have a solid understanding of the issues faced by clients dealing with domestic violence.

Other required qualifications for these positions:

- Minimum 2 years' experience working in a residential facility and/or providing crisis line services
- Demonstrable active listening skills
- Experience using positive problem-solving techniques and conflict resolution, de-escalation strategies
- Experience prioritizing clients' needs in crisis situations
- Previous experience in case management or providing social services
- Strong oral and written communication skills

- Ability to work with people from diverse backgrounds and demonstrate cultural competency
- Ability to serve clients from a trauma-informed perspective, and in an empathetic manner, while maintaining appropriate boundaries
- Commitment to maintain shelter-site confidentiality
- Proficiency in computer skills, especially using Outlook, Word, and Excel; and strong skills in working with customized databases
- Understanding of the Agency's mission and ability to maintain appropriate boundaries with clients in all circumstances
- Reliable vehicle, valid California driver's license, clean driving record, and proof of insurance (MVR will be obtained prior to hire, and run periodically thereafter)

Employment with STAND! is contingent upon clear fingerprint, criminal history check, clear MVR, and successfully completing U.S. Department of Justice Form I9. Continued employment is contingent upon successful completion of the Agency's mission-related required training. Having a Bachelors' Degree, and possessing bilingual Spanish/English skills, are preferred qualifications for this position.

We offer:

- The opportunity to make a difference in the lives of our clients
- A learning environment
- Hourly rate \$18.00; a 5% differential would be awarded to a successful candidate with bilingual Spanish/English skills.
- Eligible for our generous benefits package; which, for regular employees working 30 or more hours a week, includes: medical, dental, vision, life and AD&D insurance, voluntary acupuncture and chiropractic insurance, 403(B) plan (limited employer match after one year's service); and to earn vacation, sick leave and holiday pay.

To apply:

To be considered for this vacancy please email a cover letter, resume and the names of three supervisory references to: resume@standffov.org. **Please put "DV Caseworker FT" in the subject line of your email.** Alternatively, you can fax your information to: (925)265-6954, or mail to: Human Resources, STAND! For Families Free of Violence, 1410 Danzig Plaza, Concord, CA 94520.

STAND! For Families Free of Violence is an Equal Opportunity / Affirmative Action Employer committed to staff diversity. We welcome qualified persons of all backgrounds to apply.

Posted: 11/20/2017