



HarborCOV

Bilingual Case Manager

Founded in 1998, HarborCOV provides a variety of free and trauma informed services to Domestic Violence survivors and their families. HarborCOV specializes in serving survivors who face additional barriers, such as language, culture and economic, by working to create connections to the supports survivors need to rebuild their lives through a continuum of options. With a commitment to social and economic justice, HarborCOV takes a comprehensive approach to addressing violence within the context of family, culture, and community.

JOB TITLE: Bilingual Arabic/ English Case Manager

REPORTS TO: DV Program Manager

The Bilingual Case Manager provides high-quality, intensive case management through a survivor-centered, trauma-informed approach for domestic violence survivors and their children to achieve short-term outcomes toward their longer-term stabilization goals for an empowered, self-sufficient life. Performs their job in accordance with the mission, goals and objectives, core values and personnel policies of HarborCOV. Supports and participates in the miscellaneous tasks of the organization not necessarily defined in job description. Carries out all job tasks based on an understanding of multi- culturally competent, strength-based strategies within an economic and social justice framework. The ideal candidate is highly motivated to learn, to be a team player and to serve others with compassion. Case managers are expected to advocate for system's change to improve access to services, resources, and justice for DV survivors serving as a key contact to outside agencies on participants behalf.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Complete assessments of needs for stability and safety.
- Provide Safety Planning.
- Provide comprehensive case management, develop and implement detailed service plans. Service plan may include housing search, housing advocacy, working with program participants to secure financial resources and plan for permanent housing. The case manager may act as a liaison and advocate with community service providers to secure resources for children, including daycare, summer camp, after-school, or other resources.
- Provide legal, medical and employment related advocacy.
- Make all necessary referrals to assure meaningful connections.
- Assist participants to obtain and maintain safe housing.
- Provide emotional support and DV education through regular face to face meeting with survivors or over the hotline phone.
- Provide crises intervention.
- Facilitate educational groups and support group meetings.
- Maintain up-to-date files.
- Collect, enter and update all required data into the software system and ensure data accuracy.
- Provide hotline, walk in and Intake coverage at scheduled work hours.
- Actively participate in weekly supervision, all-staff and direct service meetings and regularly required trainings.

- Support agency-wide culture that fosters accountability and ongoing skill-building.
- Other duties as assigned.

COMPETENCIES

- Strong listening, communication, and solution-focused problem-solving skills.
- Ability to assess, deal constructively, manage and/or de-escalate crises.
- Knowledge of community-based resources, especially in low-income communities.
- Ability to work both independently and in a team environment.
- Demonstrated understanding of culturally competent, strength-based strategies within an anti-racism, and economic and social justice framework.
- Strong organizational skills, including the ability to work calmly under pressure.
- Be a team player with enthusiasm about working in a linguistically and culturally diverse environment.

QUALIFICATIONS

BILINGUAL (ENGLISH/ Arabic) required

- Bachelor's Degree or Associates with three years relevant experience in the DV field preferred.
- Case Management or direct service experience of at least 2 years in the DV field.
- Social Justice and cultural competence/ awareness /and willingness to learn more about it.
- Must be familiar with the impact of homelessness, substance abuse in domestic violence issues.
- Must have experience working with and advocating for low-income families.
- Demonstrated group facilitation skills.
- Strong crisis management, problem-solving, and interpersonal skills.
- Knowledge of Greater Boston area human services.
- Proficient written and oral communication skills.
- Some computer literacies with a working knowledge of Data Base input and utilization, word processing, e-mail, and Internet.
- A valid driver's license and access to a vehicle preferred.

HOURS: 35 hours a week with some flexibility

SALARY AND BENEFITS: Full time position \$ 43-45 depending on experience.

Equal opportunity: HarborCOV has cultural and linguistic diversity in all its programs. Minorities, bilingual/bicultural candidates, survivors of domestic & sexual violence, and LGBTQ/T

candidates are strongly encouraged to apply. HarborCOV is an affirmative action, equal opportunity employer.

Please submit resume and cover letter to the Hiring Committee at harborcov@harborcov.org