



Morning Star Sanctuary, a biblically-based organization that exists to provide refuge for victims of domestic violence and their children consistent with AGAPE's Mission and Statement of faith, is now hiring for the following position:

**Position Title: Case Manager**

**Reports to: Residential Program Manager**

**Purpose:** To provide case management, advocacy, support, crisis intervention, safety planning, assessments, and follow-up services to survivors of domestic violence and their families.

**Duties and Responsibilities:**

**Direct Services:** Provides case management through assessments, advocacy, safety planning, crisis intervention, community resources, and transitional care plans. Provides assistance with finding employment, housing, childcare, medical needs, substance abuse counseling, and group and individual counseling to address abuse cycle. Works directly with victims to determine areas of need, set goals, and develop a service management plan. Facilitates support/education groups for victims. Attends trauma-informed trainings and/or staff meetings provided monthly (required to attend six trainings/meetings per year).

**Administrative:** Answers phones (crisis and business calls), assist victims with program intake and exit paperwork and other required paper work. Provides information, linkage, and referral with service providers. Provides administrative team support.

**Reporting:** Documents client interactions, crisis interventions, incident reports, and case management notes into database software. Communicates shift details to supervisors and Residential Program Manager. Provides Operations Manager with monthly program statistics for grant reporting purposes.

**Supervision:** Provides domestic violence education within the community, serves on an on-call rotation, and provides Residential Manager recommendations for participants' exit dates.

**Qualifications:**

Must be a competent professional with excellent interpersonal and communication skills, maintain confidentiality, ability to take initiative, crisis intervention, conflict management, culturally sensitive, team focused and collaborative, and ability to clearly/objectively document information.

**Qualifications include:**

- Bachelor's Degree in Psychology, Social Work or related field required
- Experience in crisis intervention and working with victims of domestic violence preferred

- Experience in management and possesses leadership skills
- Team player with strong decision-making skills
- Proficient in MS Office

**AGAPE's Purpose:**

In accordance with AGAPE's Mission and Purpose, all staff of AGAPE and any program of AGAPE will be an active member of a local church and serve in harmony with AGAPE's Statement of Faith signed annually by all those who provide services on behalf of AGAPE.

To apply for this position, please submit your cover letter and resume to Shanna Shilling at [sshilling@agapenashville.org](mailto:sshilling@agapenashville.org).

*No person on the grounds of race, color, national origin, disability, age, religion, or sex shall be excluded from participation in, or be denied benefits of, or otherwise be subject to discrimination of services, programs, or employment provided by AGAPE and its contracted agencies except as allowed by federal law.*