



1204 Grandville Ave SW, Grand Rapids, MI 49503; phone: 616-742-0223; fax: 616-742-0205

Job Title: (Bilingual) Case Manager

Department: H.O.P.E.

Job type: Full time/ 40 hours a week

Job description:

- Develop and maintain resource files
- Respond immediately to calls from law enforcement and victims
- Assist with restraining orders, safety plans, police reports, and involvement with the Kent County Victim Witness Unit
- Maintain electronic and paper case record documentation in accordance with the established standards of funding and/or monitoring bodies, using approved report forms in accordance with program requirements
- Assist in orienting clients to and assist with a core set of self-service resources
- Recruit targeted individuals for program participation, workshops, community meetings, surveys, and other activities by helping to develop and distribute outreach materials
- Follow up on referrals, assess outcomes
- Perform other duties as assigned

Job requirements:

- Bilingual (English/Spanish)
- High School diploma or equivalent
- Minimum one year working knowledge in domestic violence and sexual assault crisis intervention
- Knowledgeable in computers (Microsoft Word, Excel, Microsoft Outlook, ect)
- Must be dependable
- Must have reliable transportation and valid drivers license
- Ability to maintain confidentiality
- Ability to communicate and work with individuals from diverse cultures and backgrounds
- Demonstrated commitment to the empowerment of women and the promotion of diversity

Please send resumes to:

dmadriral@hispanic-center.org

The information noted herein is intended to describe the general nature and level of work performed by the individual(s) assigned to this classification. The information is not intended to be construed as an exhaustive list of all responsibilities, duties or skills required of personnel so classified.