



**DOMESTIC ABUSE PROJECT OF DELAWARE COUNTY, INC.**  
14 West Second Street  
Media, PA 19063

## **POSITION DESCRIPTION**

**Mission:** The Domestic Abuse Project of Delaware County (DAP) works to prevent domestic violence and empower victims to move towards self-sufficiency.

**Title:** Safe House Case Manager  
**Classification:** Full-time, Salaried, Exempt  
**Location:** Safe House  
**Supervisor:** Safe House Manager

### **Purpose:**

The Safe House Case Manager supports the mission of the DAP by providing advocacy, counseling, information, referrals, and other related services to victims of domestic violence residing in the organization's safe house. Additional, the Safe House Case Manager will take the lead on planning and facilitating the effective delivery of a specific area of service. Such service areas may include, but are not limited to, children's activities, safe house scheduling, and identifying community resources. The Safe House Case Manager position is a full-time (40 hours per week) position. Nights, weekends, and holidays to ensure adequate 24-hour coverage of the safe house may be required. There are no supervisory responsibilities.

### **Essential Duties:**

- Lead the planning for and facilitate the effective delivery of specific areas of service as directed by the Safe House Manager
- Provide and arrange for shelter for qualified persons
- Complete safe house intake and other related forms as required
- Orient residents to the safe house, acquainting them with the physical space and guidelines for communal living
- Conduct exit interviews with residents leaving the safe house
- Develop individual safety and goal plans with safe house residents
- Provide individual advocacy, supportive services, counseling, crisis support, case management, and other services as needed
- Provide information and referrals for residents and their children
- Facilitate house meetings
- Comply with guidelines related to government food supplies, gift cards, in-kind donations, and other resources
- Assist in the care and maintenance of the safe house
- Respond to callers accessing DAP by way of the 24-hour hotline, including crisis intervention
- Accurately input statistical information in DAP's database
- Work cooperatively with other safe house staff to support positive communal living

- Work cooperatively with other DAP staff to ensure holistic response and service delivery to residents
- Participate in safe house and organizational staff meetings
- Complete and submit service logs and time sheets on time

**Qualifications and Competencies:**

- Strong interpersonal and communication skills, including active listening
- Support effective resolution of complex or sensitive disagreements or conflicts
- Ability to build constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect
- Ability to work well independently, setting high standards of performance for self and assuming responsibility and accountability for successful completion of assignments or tasks
- Ability to work well with others, promoting commitment within the team to achieve goals and objectives
- Interest in delivering trauma-informed human services in a complex environment, placing a high value on creating an environment that embraces and appreciates diversity
- Maintain confidentiality and earn through and respect through consistent honesty and professionalism in all interactions
- Knowledge of the dynamics of domestic violence, understanding of the social service system, and experience in crisis intervention in a residential setting preferred

**Work Environment:**

- Work is primarily performed in secured residential safe house with communal areas as well as an office setting
- Requires the ability to monitor and observe the activities of residents (adult and child) within the safe house
- Regular exposure to cleaning products, chemicals, and solvents
- Routine need to move or transport supplies or other equipment, potentially while ascending or descending stairs

**Other Requirements:**

- Successful completion of required organizational training
- Satisfactory Criminal Background Check and other organizationally required clearances

This position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. The Domestic Abuse Project of Delaware County is an equal opportunity employer. All employment is at will and no employment contract shall be construed from any action, document, or statement of the employer.