



MOSAIC
FAMILY SERVICES

Position Title: Case Manager

Supervisor: Program Manager

Department/Program: Victim Services

Location: Dallas, TX

Hours: M-F 8:45 AM to 5:15 PM

Type: Full-time, 40 hours/week

Classification: Non-Exempt

Funding Source: This position is primarily government grant-funded and dependent on the availability of government funding and awards received each agency fiscal year (October – September).

Union Status: This position operates within a unionized environment and supports employees covered by a collective bargaining agreement (CBA). This position itself is part of the bargaining unit required to adhere to the terms, conditions, and procedures outlined in the applicable collective bargaining agreement.

Summary

Mosaic Family Services is seeking an experienced Case Manager who will support survivors and provide comprehensive case management to help address barriers and achieve safety, stability, and self-sufficiency. This position will work collaboratively with our shelter, transitional housing, child advocacy, legal and counseling teams, and community partners to ensure a holistic approach and best outcomes for our clients. The ideal candidate will be compassionate, innovative, and a team player.

Essential Functions and Responsibilities

- Provides crisis intervention and intensive case management to survivors to address their safety, shelter/housing, legal, counseling, economic, and other needs related to victimization.
- Provides intake and orientation of services, including assessments for victimizations, wellness, strengths, needs, safety, and safety planning.
- Collaborates with clients in development and implementation of a strength-based, solution-focused, individualized plan that prioritizes survivors' goals.
- Protects and maintains survivors' privacy and confidentiality and adheres to state, federal, and professional confidentiality laws and requirements.
- Coordinates agency services and warm handoffs for community resources, and provide ongoing follow up, guidance, and support to accomplish their service plan.
- Provides navigation through the criminal legal, family law and immigration, public benefits, healthcare, and housing systems, as well as with other social service providers and community resources, including providing information, assistance with application process, advocacy, and other support.
- Provides orientation/education regarding dynamics of family violence and human trafficking, healthy relationships, legal rights, Child Protective Services, bus orientation, cultural orientation and other topics related to services and goals.
- Provides transportation assistance, accompaniment, interpretation/translation, emotional support, and other support services as needed or required.
- Conducts outreach and education to marginalized communities such as immigrants, refugees, LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer+), BIPOC (Black, Indigenous, People of Color), disabled and others, using relevant materials and brochures. Identifies potential places of outreach in Case Manager's own cultural or ethnic community and conduct information, education and outreach efforts in these sites (e.g. cultural centers, neighborhoods, places of worship, etc.).

- Assists with providing agency-approved educational presentations to client populations, community partners, and key stakeholders about domestic violence, human trafficking, cultural competency, Mosaic's services, and any intersecting issues.
- Networks with relevant social service providers and maintain updated knowledge of community resources. Establish relationships/partnerships for warm hand-off/referrals.
- Provides peer mentoring and support to new case managers, interns, and volunteers as appropriate.
- Maintains and utilizes updated professional knowledge and training of Mosaic Family Services' policies and procedures; values, positions, and approaches; family violence and human trafficking; community resources, and other related topics. Represent Mosaic's values, positions and approaches in direct service work as well as any related involvement in the community.
 - *Approaches include but are not limited to trauma-informed and survivor-centered care, cultural humility, empowerment and strength-based advocacy, voluntary services, and harm reduction.*
- Maintains accurate and proper documentation and record-keeping, including timely entry of data into a client database for monthly reports, grant reports, and grant applications.
- Assists with procurement and documentation of resources and in-kind donations related to position and survivor needs.
- Participates in assigned weekly, monthly, and quarterly staff meetings.
- Participates in ongoing supervision and program evaluation to ensure program needs met.
- Assists with other duties as appropriate and assigned by Supervisor(s) or their designee.

Qualifications and Skills

Required

- Bilingual (please see below for language preferences).
- Bachelor's degree in social work, human service or related field (or minimum of 2 years+ equivalent of work or lived experience for high school or Associate's degree).
- Ability to effectively work and communicate (oral and written) with individuals from culturally diverse backgrounds.
- Ability to respond in a constructive, supportive manner to adults and children in crisis situations.
- Ability to creatively solve practical problems and deal with a variety of concrete variables in situations with limited standardization or available resources.
- Strong organization and time management skills and ability to multitask in a fast-paced and changing environment.
- Personal and professional commitment to anti-racism, human rights, minority rights, and survivor choice and empowerment.
- Proficiency in technology skills, including Microsoft 365 suite (Outlook, Excel, PowerPoint, SharePoint, TEAMS, etc.) and G Suite.
- Valid Driver's License, car insurance, and reliable transportation.

Preferred

- Preferences for second language include Arabic, Dari, Farsi, Amharic, French, Mandarin, Korean and Vietnamese. Strong preference for SWANA (Southwest Asia/Middle East and North Africa) or African languages.
- Personal survivorship, lived experience, or exposure to interpersonal trauma
- Knowledge of family violence, human trafficking, abuse, trauma, and other related issues.
- Knowledge and experience of de-escalation or handling crisis situations using sound professional judgment, ethical practice, and common sense.
- Knowledge and experience with identifying and utilizing local community resources.
- Experience with advocacy surrounding systemic issues that marginalized populations, such as BIPOC, LGBTQ+, immigrants, refugees, disabled people and others face.

Salary: \$45,000+ DOE annually

Benefits:

- Health, voluntary dental, and voluntary vision insurance
- Employer sponsored life & AD&D insurance
- Supplemental insurance options
- Retirement matching
- Paid Time Off (PTO), holidays, and Parental Leave
- Employee Assistance Program
- Employee discount program

Equal Employment Opportunity Statement

Mosaic Family Services is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, marital status, or any other characteristic protected by applicable federal, state, or local laws.

Acknowledgement

This job classification describes the general nature and level of work performed. It is not intended to be an exhaustive list of all responsibilities, duties, or skills required. Duties may be modified to meet organizational needs, grant requirements, or changes in collective bargaining agreements.

To apply for this position, please send a cover letter and resume to hr@mosaicervices.org.