



Position Title: Shelter Case Manager

Supervisor: Residential Director

Department/Program: Mosaic House/Victim Services

Location: Dallas, TX

Hours: M-F 10:00AM to 6:00PM, flexibility to work early mornings, late evenings, weekends, and holidays as needed to support client needs and the 24/7 operational hours of the shelter.

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 Bilingual Shelter Case Manager to support family violence and human trafficking survivors and provide comprehensive case management at our Mosaic House emergency shelter to help address barriers and achieve safety, stability, and self-sufficiency. This position will work collaboratively with our shelter and case management, and transitional housing, legal, counseling teams, and community partners to ensure a trauma-informed, survivor-centered and holistic approach for the best outcomes for our clients. The ideal candidate will be compassionate, innovative, and a team player.

This position is expected to be in-person and on-site at our shelter during work hours with a limited hybrid remote work schedule.

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.
- Implements the fundamentals of Trauma-Informed Care, Culturally Responsive Services, Voluntary Services, and other approaches that align with Mosaic and mission.
- 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 with high-quality emotional support.
- 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 underserved communities and compile appropriate materials and brochures.
- 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. Establishes relationships/partnerships for warm hand-off/referrals. Identifies key stakeholders in Case Manager's own communities to help build bridges and new working relationships to better support survivors and increase awareness about domestic violence and human trafficking.
- Provides peer mentoring and support to new case managers, interns, and volunteers as appropriate.
- Assists with shelter operational support (e.g. children advocacy and case management, hotline calls, shelter client daily needs, front desk) as needed to support overall shelter and client needs.
- 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.
- 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 program and agency meetings and events.
- 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

- 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).
- **Spanish bilingual.**
- 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.
- Knowledge and experience in handling crisis situations using sound professional judgment, ethical practice, and common sense.
- 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

- Social Work degree and license (BSW, MSW, LBSW, LMSW)
- Knowledge and experience working with survivors of family violence, human trafficking, abuse, trauma, and other related issues.
- Knowledge and experience with local community resources and organizations.
- Knowledge and experience of systemic issues that survivors and underserved populations face.
- Strong writing and public speaking skills.

Core Competencies

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- Confidentiality and ethical judgment
- Accuracy and attention to detail
- Strong organizational and time management skills
- Clear written and verbal communication
- Ability to work collaboratively in a unionized environment
- Customer service orientation and professionalism

Working Environment and Physical Requirements

- Primarily group home environment
- Travel with clients to appointments as needed
- Prolong extended periods and work at a computer
- Able to lift 15-30lbs (in-kind donations & client luggage)

Salary: \$46,000 - \$51,000 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@mosaicfamily.org.