



PO Box 484, Grass Valley, CA 95949
24-Hour Crisis Line: (530) 272-3467
Administration: (530) 272-2046
Fax: (530) 273-3780
Web: cbv.org
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Vision: *We envision a future free of interpersonal violence, where everyone in our community lives in a culture of safety and personal dignity.*

Mission: *Community Beyond Violence heals the trauma of sexual assault and domestic violence by providing crisis intervention, safety, advocacy, and education to survivors and our community.*

Job Description

Agency Overview: (Community Beyond Violence) CBV has been an essential non-profit organization in an interconnected network of people and systems working to end domestic violence and sexual assault in Western Nevada County since 1978. Our clients are at the heart of our work- cared for by our compassionate staff. We work with community partners to provide survivors with the best possible services to guide them in their recovery. We work with the County, the courts and law enforcement to advocate for positive change in the systems that perpetuate interpersonal violence. We are dedicated to teaching, mentoring, and supporting our team. We are funded by government agencies, foundations, and private donors, who believe we are uniquely qualified to end interpersonal violence in our community.

Position Title: Housing Case Manager

Position Description: This position provides trauma informed care to victims of domestic violence and sexual assault in Western Nevada County. Some on-call weekends and holidays will be required.

The Housing Case Manager assesses participants' potential barriers to acquiring and maintaining stable permanent housing. Provide them with coaching, support, crisis intervention and referrals to improve housing retention, stability, quality of life and self-sufficiency (e.g. providing support with: budgeting, life skills, tenancy skills, communication skills etc.) Advocate and intervene with landlords when necessary.

Salary Range: \$26-33/hr DOE

Reports To: Housing Manager

Status: hourly, non-exempt, full-time 40 hours per week

Benefits: Paid sick time, holidays, vacation, IRA with employer match, and an EAP program.

RESPONSIBILITIES

A. Housing Advocacy & Client Services

1. Provide trauma-informed, survivor-centered, and client-led housing advocacy services to survivors of interpersonal violence using Housing First, harm reduction, and empowerment-based approaches that support client autonomy, safety, and self-determination.

2. Work collaboratively with clients to develop individualized housing stability plans based on each client's self-identified goals, priorities, safety needs, and barriers. Provide ongoing support, follow-up, and adjustments to plans as needed.
3. Assist clients with locating, obtaining, and maintaining safe and affordable housing, including completing housing applications, supportive and subsidized housing paperwork, gathering documentation, navigating housing barriers, and advocating with landlords, property managers, and housing providers as requested by the client.
4. Provide ongoing post-housing supportive services focused on housing retention, safety, community integration, and long-term stability.
5. Support clients in accessing income-based resources, public benefits, and community services including SSI/SSDI, CalFresh, CalWORKs, unemployment, Victim Witness, healthcare, behavioral health services, counseling, childcare, transportation, education, employment services, legal advocacy, and other client-identified supports.
6. Provide supportive advocacy services to clients, including safety planning, crisis intervention, emotional support, temporary restraining order assistance, accompaniment to court, social services, law enforcement, medical exams, transportation coordination, referrals, and warm handoffs to community partners.
7. Provide mobile advocacy, home visits, and community-based case management services as appropriate to support accessibility, engagement, safety, and housing stability.
8. Support clients with move coordination, household establishment, obtaining basic needs and household items, and connection to community supports during transitions into permanent housing.
9. Respond to concerns from landlords or property management in a manner that supports housing stability, reduces barriers to tenancy, and centers survivor safety and autonomy.
10. Utilize trauma-informed communication, harm reduction strategies, de-escalation skills, and nonjudgmental support when responding to crisis situations, interpersonal conflict, substance use concerns, mental health challenges, or housing instability.
11. Encourage and support clients in identifying their strengths, values, goals, and action steps while maintaining professional boundaries and supporting client choice and self-determination throughout services.

B. Program Coordination & Administrative Support

1. Maintain accurate, timely, and confidential documentation of client services, housing advocacy efforts, client progress, and outcomes within required databases, HMIS, case files, and reporting systems.
2. Complete case notes, HMIS data entry, program enrollments, assessments, service transactions, exits, and other documentation in accordance with agency, Continuum of Care (CoC), grant, and program requirements while maintaining organized and up-to-date client files and survivor confidentiality protections.
3. Obtain and document appropriate Releases of Information prior to sharing client information with outside providers or community partners.
4. Track housing applications, housing search efforts, financial assistance requests, housing placements, and post-housing follow-up activities.
5. Prepare reports and documentation related to housing services, client participation, and program outcomes as assigned.
6. Coordinate with landlords, property managers, housing providers, and community agencies to support housing access, stability, and survivor-centered problem solving.

7. Maintain current knowledge of community resources, housing programs, transportation options, benefits systems, and supportive services available to survivors.
8. Collaborate with Crisis Line staff, shelter staff, and other program staff to coordinate services, warm handoffs, safety planning, and continuity of care for clients across programs.
9. Participate in case coordination meetings, multidisciplinary partnerships, and collaborative community meetings related to housing and survivor services.
10. Support internal organization of forms, housing resources, program materials, and shared systems to ensure program readiness and continuity of services.

C. Crisis Intervention, Community Engagement & Professional Development

1. Provide crisis intervention, safety planning, systems navigation, and advocacy to survivors experiencing housing crises, unsafe living situations, eviction risks, or barriers to maintaining permanent housing.
2. Provide accompaniment and advocacy for clients attending court hearings, medical appointments, law enforcement interviews, social services appointments, housing appointments, and other critical services as needed.
3. Advocate alongside clients within housing, healthcare, legal, public benefits, and social service systems to reduce barriers and increase access to resources and support.
4. Provide occasional coverage for CBV's 24-hour Crisis Line, including response to emergency calls from law enforcement, hospitals, or requests for motel placement.
5. Network with community partners, attend collaborative meetings, participate in coordinated community response efforts, and provide presentations or trainings to community groups and local agencies as requested.
6. Provide occasional coverage at the Client Service Center and Safehouse as necessary
7. Participate in Crisis Intervention Volunteer training, supervision, and ongoing professional development opportunities related to trauma-informed care, crisis response, Housing First, harm reduction, and survivor-centered services.
8. Perform other duties as assigned.

KNOWLEDGE

- Knowledge of housing related resources, housing rights issues and experience working with individuals/families experiencing homelessness, and providing services to victims; two years preferred.
- General understanding of how trauma can affect individuals and that everyone can respond differently to trauma. Know how to work with compassion and understanding with people in crisis.
- General understanding of non-violent behavior and communication as well as conflict resolution methods

CRITICAL SKILLS

- Strong time management, organization and planning skills.
- Ability to learn, use and navigate new computer and electronic software programs that are critical to agency operations.
- Multi-tasking and working under time constraints.

- Flexibility in changing work conditions or expectations.
- Ability to work independently as well as remotely in a team
- Strong and clear communication skills.
- Good judgment and problem solving.

QUALIFICATIONS:

- Must have valid California Driver's License
- Previous experience providing housing or supportive services to vulnerable populations is highly desirable.
- Strong understanding of trauma-informed practices and commitment to survivor-centered advocacy.
- Excellent communication and interpersonal skills, with the ability to work collaboratively in a team-oriented environment.
- Sensitivity to diverse cultural backgrounds and experiences.
- Have or be able to successfully obtain Crisis Intervention Training Certification within 6 months of employment (this training can be provided)
- Must pass Live Scan.
- Must have a reliable means of mobile communication and cell service/landline at your home.
- Fluency in reading and speaking English; Bilingual candidates encouraged to apply (differential provided).
- Ability to respond to a crisis line call out within 30 minutes.
- Must be able to meet physical requirements of job description with reasonable accommodation.

Work Experience

One year in the social services field working directly with people is preferred. Bachelor's degree in the social services field may be acceptable work experience.

Physical Requirements

Work requires little physical effort. Lifting or performing other work requiring light physical exertion (up to 50 pounds) is intermittent (not a routine part of the job) and secondary to the job. The job requires remaining stationary for long periods of time. There may be occasional need to stoop, kneel or crouch. Accommodations can be made for qualified applicants.

To apply, please send a cover letter and resume to hr@cbv.org

***Community Beyond Violence is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive workspace environment with staff that are reflective of the many diverse populations we serve.*

***All positions are grant funded and subject to possible funding/position loss. Elements of this job description will be periodically evaluated and are subject to adjustment by CBV.*