



The Lincoln Center for Family and Youth
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JOB DESCRIPTION

Title: VOCA EVMS Case Manager

FLSA: Exempt

Reports To: Chief Program Officer/VOCA Program Director

Summary: The VOCA Mobile Case Manager will provide mobile general victim-related case management services for the Elder Victim Mobile Services (EVMS) program. The case manager is responsible for establishing a professional and supportive first contact for intake, will conduct initial screenings for services, and provide ongoing case management.

**Essential Functions
& Responsibilities:**

- Answer referral line and direct all calls appropriately, including providing resource referrals to other agencies/services if applicable.
- Collect basic information from clients to begin a case file.
- Enter all documentation of direct and indirect services into ETO (Efforts to Outcomes) within 5 business days from the service.
- Conduct initial intake and needs assessment interview with all clients.
- Evaluate client histories, arrange case consultations, make recommendations to EVMS Therapists regarding client eligibility.
- In concert with primary EVMS Therapist, define and facilitate all case management objectives.
- Maintain accurate documentation of service objectives and outcomes as well as other services in accordance with VOCA guidelines.
- Actively participate in staff meetings and trainings. Prepare case management related reports including but not limited to: outcomes, successes, etc.
- Adhere to strict boundaries and professional ethics in the care of others.
- Conduct crisis intervention as needed.
- Provide outreach and facilitate inter-organizational cooperation with community agencies, schools, county services, healthcare professionals, and community groups. This includes victim identification presentations at community sites.
- Attend all required training/education related to duties.
- Use of a reliable car is necessary for travel to service sites.

- Skills:**
- Ability to be flexible and meet deadlines
 - Multi-tasking capability
 - Strong client relationship-building skills
 - Ability to communicate clearly
 - Strong working knowledge of Excel and Word
 - Strong organizational skills

- Ability to handle confidential files
- Detail oriented
- Bilingual a plus

Work Environment: Homes, community settings, and office settings.

Hours of Work: This is a full-time, 40 hours per week, position. Evening and/or weekend work can be expected as well as the sudden need for crisis intervention.

Travel: Travel to service sites such as home and community settings throughout Montgomery County.

Education and Experience: Minimum of Bachelor degree in human service field (psychology, counseling, social work, etc.). Experience in a social service agency with working knowledge of case management systems and planning techniques; working knowledge of trauma-informed care. Knowledge of victim services and interventions; knowledge of intake procedures.

EEO Statement: Our Company is committed to a policy of Equal Employment Opportunity and will not discriminate on any legally recognized basis, including, but not limited to, race, age, color, religion, sex, marital status, national origin, citizenship, ancestry, physical or mental disability, veteran status, or any other basis recognized by federal, state or local law.

Other Duties: Please note this job 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.

Signatures: Employee signature below constitutes employee's understanding of the responsibilities and requirements of the position.

Employee: _____ Date: _____

Manager: _____ Date: _____

Human Resources: _____ Date: _____