



The Lincoln Center for Family and Youth
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JOB DESCRIPTION

Title: Mobile Case Manager for Elder Victims of Crime

FLSA: Exempt

Reports To: Chief Operating Officer/VOCA Program Director

Summary: Funded by a Victims of Crime Act (VOCA) grant, the 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

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

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.

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.