



**RESILIENCE**  
EMPOWERING  
SURVIVORS  
ENDING SEXUAL  
VIOLENCE

180 North Michigan Ave.  
Suite 600  
Chicago, IL 60601

312-443-9603 tel  
312-443-9602 fax  
ourresilience.org

**Position Title:** Case Management Specialist (bilingual in Spanish) (full-time, non-exempt)

**Reports to:** Supervisor of Advocacy Services

**Salary Range:** \$43,500 - \$45,000, commensurate with experience

**Benefits:** HMO, Dental, Vision, Life Insurance fully covered by employer. Holiday, Vacation and Sick time.

### ORGANIZATIONAL BACKGROUND

Resilience is an independent, not-for-profit organization dedicated to the healing and empowerment of sexual assault survivors through non-judgmental crisis intervention counseling, individual and group counseling, and medical and legal advocacy in the greater Chicago metropolitan area. Resilience provides public education and institutional advocacy in order to improve the treatment of sexual assault survivors and to effect positive change in policies and public attitudes toward sexual assault. Established in 1974, Resilience now serves over 2000 survivors of sexual violence and their loved ones annually through our main office in downtown Chicago and our community-based offices in Austin, Ravenswood and on the Stroger Hospital campus.

### GENERAL ROLE DESCRIPTION

The Case Management Specialist (CMS) is the primary follow-up contact for survivors and their loved ones who have received services at one of Resilience's 16 partner hospitals. This position responds to clients who call or email requesting advocacy services by providing immediate crisis intervention and information and referrals to clients as well as their non-offending loved ones. Responsibilities include coordinating intakes by documenting requests for services, ensuring timely follow up to clients and conducting data entry of our 24-hour crisis response services, on-call system and call volume. This position is part of the on-call staff rotation providing 24-hour crisis response to partner hospitals, and is an essential part of the Advocacy Services Program. **This is a bilingual (English/Spanish) position.**

### COVID 19 CONSIDERATIONS

Due to the current pandemic conditions, the CMS will temporarily work from home until such time that conditions allow for a return to our on-site offices. However, please note that we are providing in person services to emergency departments, courthouses and police stations that are able to demonstrate adherence to COVID 19 safety measures consistent with current CDC, federal and local mandates. We will equip all staff with PPE.

### RESPONSIBILITIES

- Provide crisis intervention, information, and referrals to survivors of sexual assault and their loved ones in the Resilience Central Office through telephone, email, and in-person contacts
- Provide follow-up crisis intervention and emotional support, assessing medical/legal advocacy needs of sexual assault survivors seen in the emergency department of Resilience partner hospitals
- Provide accurate information and referrals for temporary housing, food, clothing, locksmith services, substance abuse treatment, and other needed follow-up by maintaining knowledge and documentation on services available to survivors and their loved ones
- Provide on-call coverage for assigned and rotating shifts as part of the 24-hour in-person hospital crisis response, including regular evenings and some weekends
- In conjunction with Director of Advocacy Services and Supervisors of Advocacy Services, assign intakes to advocates as appropriate
- Provide support and information to family members and significant others within the bounds of the rape crisis confidentiality statute
- Conduct daily medical advocacy page tracking, intake processing and data entry
- Maintain accurate and complete records of services delivered including but not limited to the following:
  - Process intakes daily from Resilience's 24-hour medical advocacy program
  - Log direct/indirect service hours for all advocates providing direct service while on call



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- Ensure that all intake forms have been received, and clients requesting follow up services are connected with the agency
- Attend all staff/supervision/case consultation meetings, attend advocacy in-services, and participate in staff development activities
- Participate in meetings/trainings for local and statewide sexual assault coalitions, institutional partners, and other agencies, as assigned
- Participate on internal and external committees or activism, that address issues of responding to sexual violence, trauma-informed care, racial equity, disability inclusion, or LGBTQ+ issues
- Complete monthly reports and documentation, including assisting the Director of Advocacy Services with statistical reporting and adherence to agency and departmental documentation submission requirements
- Evaluate the experience that the client had with the advocate in the ER by asking assessment questions and capturing the feedback
- Assist the Advocacy Volunteer Coordinator and Director of Advocacy Services with portions of the volunteer training and in-services
- Support the Training & Outreach Coordinator in offering professional trainings for a variety of audiences through the Resilience Training Institute as needed.
- Perform other duties as assigned

#### **Position requirements:**

- Bilingual (written and verbal fluency) in Spanish and English required; bicultural strongly preferred
- Strong interpersonal skills
- Ability to objectively advocate for the needs/rights of others
- Excellent verbal and written communication skills
- Strong public speaking skills with a variety of audiences
- Ability to take initiative and work independently, as well as with a team
- Exceptional organizational and recordkeeping skills
- Positive attitude and proactive approach to problem solving
- Previous experience working on women's and/or human rights issues, addressing sexual violence/gender-based violence, and working with diverse populations including LGBTQ communities strongly preferred
- Completion of a minimum of 40 hours of sexual assault training within 60 days of hire is required; previous completion of the training is strongly preferred

#### **ENVIRONMENTAL/PHYSICAL**

- Meet all health requirements as needed
- Potential for exposure to environmental and/or psychological hazards on or offsite at select partner locations
- Physical requirements may include (extended or periodic) walking, bending, reaching, sitting, and lifting

***Persons of color and LGBTQ persons are encouraged to apply. Resilience is an equal opportunity employer and does not discriminate on the basis of race, age, sex, gender identity, gender expression, national origin, sexual orientation, or disability in its procedures and policies.***

#### **To Apply:**

Send cover letter and resume to:

Stephanie Waller, Supervisor of Advocacy Services

jobs@ourresilience.org

Include Case Management Specialist and your last name in the subject line

**Please note that resumes received without cover letters will not be considered.**

No phone calls, please.