



CASE MANAGER

Department: Programs
Reports to: Systems Advocacy Supervisor
Location: Anchorage

Classification: Non-exempt
Status: Full-time
Revision Date: 5/12/2026

Position Summary: The Case Manager is a full-time, non-exempt position responsible for providing wrap-around case management and supportive services to AWAIC participants, including coordination of resources, information and referrals, and other support as needed. Case Managers perform screenings, intakes, and assessments, and provide crisis intervention and safety planning for victims of domestic violence, sexual assault and stalking (DV/SA/ST). They develop actionable case plans and work with participants to address barriers to safety and/housing transition.

Minimum Qualifications

- Bachelor's degree in social work, psychology, justice, education, public health or related field from an accredited institution or four (4) years of progressively responsible experience in advocacy in the field of domestic violence, crisis intervention, trauma, criminal justice, sexual assault, or stalking, of which six (6) months is in domestic violence advocacy.
- Proficient use of computers and standard office equipment, excellent written and verbal communication skills, the ability to work under pressure, and the ability to prioritize workload to meet deadlines is required.
- Possession of a current State of Alaska Driving License and maintenance of a clean driving record.
- Ability to clear and maintain stringent federal, state and local background clearances

Essential Functions

Direct Services & Case Management

- Adhere to all AWAIC, Inc. Policies and Procedures and remain current on updates and changes.
- Remain current on all Federal and Alaska State laws affecting victims of DV/SA/ST, including but not limited to: confidentiality, child custody, divorce, immigration/naturalization, civil protective orders, and basic criminal procedure.
- Provide trauma-informed, participant-centered advocacy and case management services to survivors of domestic violence, sexual assault, and stalking (DV/SA/ST).



- Conduct screenings, intakes, eligibility determinations, assessments, and ongoing reassessments to identify participant strengths, barriers, risks, and service needs.
- Develop, implement, monitor, and update individualized case plans and goal plans in partnership with participants using a strengths-based and voluntary services approach.
- Provide crisis intervention, de-escalation, emotional support, problem solving, and stabilization services in response to participant needs and safety concerns.
- Conduct individualized safety planning that reflects participants' unique risks, circumstances, and goals.
- Support participants in navigating systems including housing, legal, healthcare, behavioral health, benefits, employment, education, transportation, and other community resources.
- Provide advocacy and coordination with community partners, landlords, service providers, schools, healthcare providers, law enforcement, courts, and other agencies as authorized by the participant.
- Assist participants with applications, documentation, referrals, scheduling, and follow-through related to services and benefits.
- Ensure participants are aware of their statutory rights and resources (e.g. access to Office of Victims' Rights, Violent Crimes Compensation Board, etc.)
- Provide legal advocacy and education related to civil protective orders, victim rights, and the criminal and civil justice systems, including court accompaniment when assigned.
- Facilitate participant groups, workshops, or educational activities as assigned.
- Maintain appropriate professional boundaries while fostering supportive and empowering participant relationships.
- Provide follow-up and continuity of care services during transitions between programs, housing placements, and after program exit as appropriate.

Housing Stability & Resource Coordination

- Support participants in identifying and addressing barriers to safe and stable housing.
- Assist participants with housing search, placement, move-in coordination, tenancy support, and housing retention strategies as applicable to assigned program focus.
- Coordinate access to financial assistance, community resources, and supportive services in accordance with program requirements and participant goals.
- Maintain working knowledge of housing resources, community partnerships, entitlement programs, and local referral networks.
- Travel between agency locations, participant housing sites, community partner agencies, courts, and other service locations as required to support participant needs.

Documentation, Data Quality & Compliance

- Maintain accurate, timely, objective, and confidential participant records in accordance with agency policies, confidentiality requirements, funding guidelines, and applicable federal, state, and local regulations.
- Complete case notes, assessments, service plans, safety plans, releases of information, statistical tracking, and other required documentation within established timelines.
- Ensure data quality, accuracy, and completeness within agency databases and reporting systems.
- Monitor assigned caseload activity and documentation to support program outcomes, grant compliance, and continuity of care.
- Maintain working knowledge of program requirements, eligibility criteria, grant expectations, and applicable regulations related to assigned program focus areas.



Collaboration & Program Support

- Collaborate effectively with staff across programs to ensure coordinated, seamless participant services.
- Participate in case staffing, team meetings, supervision, training, and agency initiatives.
- Support shelter operations, front desk coverage, crisis line response, transportation assistance, or community-based services as assigned.
- Assist in maintaining a safe, respectful, and trauma-informed environment for participants, visitors, volunteers, and staff.
- Identify and communicate participant safety concerns, critical incidents, service gaps, and emerging needs to appropriate staff.

Community Engagement & Professional Development

- Represent AWAIC professionally in the community and participate in coordinated community response efforts, meetings, and trainings as assigned.
- Conduct outreach, presentations, and education regarding AWAIC services and issues impacting survivors of DV/SA/ST as directed.
- Maintain current knowledge of trauma-informed care, victim advocacy, housing-focused case management, crisis response, cultural humility, and best practices related to DV/SA/ST services.
- Demonstrate commitment to ethical communication, cultural responsiveness, participant autonomy, and AWAIC's mission, values, and policies.

Assigned Program Focuses

Emergency Shelter

- Provide immediate crisis response and stabilization services in a communal living environment.
- Complete shelter intakes, orientation, and exit planning.
- Support participants with basic needs coordination and safety planning.
- Coordinate transitions from shelter into longer-term housing and community supports.
- Maintain awareness of shelter safety procedures, shared living expectations, and emergency response protocols.

Transitional Living

- Support participants in developing long-term housing stability and independent living skills.
- Assist participants with budgeting, tenancy support, transportation planning, employment, and connection to community resources.
- Conduct ongoing housing stability assessments and follow-up support after program exit.
- Coordinate unit inspections, move-ins, and communication regarding housing-related needs and maintenance concerns.
- Support participants in navigating the transition from program housing to permanent housing.



Nonresidential

- Provide advocacy-based case management to participants living in the community.
- Coordinate legal advocacy, systems navigation, safety planning, and resource referrals.
- Maintain flexible scheduling and community-based participant engagement as needed.
- Support participants in accessing benefits, healthcare, employment, and other community services.
- Provide ongoing follow-up and crisis support based on participant goals and safety needs.

Rapid Rehousing

- Coordinate housing search, placement, and retention support for eligible participants.
- Maintain working knowledge of applicable funding requirements and housing program regulations.
- Assist participants with landlord communication, housing documentation, inspections, and lease processes.
- Conduct housing-focused case management and follow-up services aimed at long-term housing stability.
- Coordinate financial assistance documentation and tracking in compliance with program requirements.

Knowledge, Skills, and Abilities Required:

- Sound and logical judgment, critical thinking, and reasoning.
- Understand and comply with all agency policies and procedures.
- Understand and incorporate Trauma-Informed Care practices into continuity of care.
- Demonstrate cultural humility and develop positive and supportive relationships with others.
- Knowledge of community resources that are available to the population of AWAIC.
- Knowledge of crisis intervention, de-escalation, and prevention.
- High degree of sensitivity to and respect for diversity and cultural issues involved in working with individuals of varying ethnicities and incomes.
- Ability to utilize a mixture of evidence-based analysis, wisdom, and judgment to effectively make decisions.
- Dedication to maintaining a continued awareness of innovative service provision to AWAIC's population.
- Effective and innovative problem solving and conflict resolution skills and behaviors.
- Demonstrated ability to work independently, handle multiple concurrent projects, meet deadlines, and manage priorities.
- Knowledgeable and proficient in typical office software programs and applications.
- Consistent demonstration of ethics, integrity, fairness, and trustworthiness.
- Excellent oral, written, and public communication skills.
- Effective, supportive, and positive interpersonal communication skills and behaviors.
- Ability to demonstrate empathy and compassion consistent with the organization's guiding principles and values.
- Strong degrees of self-discipline, self-confidence, and self-development.
- Ability to demonstrate consistent, reliable attendance.



Working Conditions

- Noise level is mild to moderate, consistent with office and residential environments.
- Must have the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Must have the ability to observe details within close range.
- Must be able to remain in stationary position for extended periods of time.
- Must be able to drive self and/or participants as needed.
- Must be able to move within the office to access files and office equipment.
- Consistently operates a computer and related office machinery.
- Must be able to ascend/descend stairways, without the assistance of an elevator
- Occasionally moves items up to 40 pounds, including while ascending/descending stairways.
- Occasional stooping or kneeling
- Exposure to topics related to domestic violence, other types of abuse, substance use, and other emotionally sensitive situations and subjects

AWAIC is an Equal Opportunity Employer

Acknowledgement

Employee	Date	Supervisor	Date
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Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.