Position Opening: Case Management Coordinator  
FLSA: Exempt

DAIS is the leading provider of domestic violence intervention and prevention services in Dane County. Founded in 1977, DAIS has grown from its humble beginnings of five volunteers working out of a church basement, to an organization of over 50 full-time staff, numerous part-time staff, and more than 130 volunteers providing comprehensive prevention and intervention programming to thousands of Dane County residents each year. The organization recently experienced substantial growth in programming and the required staff and volunteer corps to support that programming.

DAIS is seeking a Case Management Coordinator to join our growing team. The Case Management Coordinator ensures effective and responsive case management service delivery to victims of domestic violence receiving residential services from DAIS. The DAIS Shelter Program provides temporary emergency shelter to victims of domestic abuse and their children. The Case Management Coordinator’s core function is the coordination, development, and implementation of case management services to adult victims and their children in shelter or accessing hotel vouchers. In addition, the Case Management Coordinator provides supervision to the Family Advocates (i.e. case managers), coordinates group-based shelter programming carried out by staff or volunteers, provides direct service case management to shelter residents, supports shelter staff in crisis management, and participates in on-call coverage of the program.

A successful candidate will possess a four year degree in social work or a related field, though relevant work experience may be considered in lieu of a degree. A minimum of four years of experience providing supervision and support to direct service staff, volunteers, and/or student interns is required. Candidates should also have experience providing case management services. Experience working with both child and adult trauma survivors is required. Experience working in a residential setting with individuals in crisis, knowledge of domestic violence issues, and bilingual abilities are preferred. Excellent organizational, written and verbal communication skills are required, along with excellent problem solving, judgement, and time management skills. In addition excellent computer skills including knowledge of Microsoft office is required.

DAIS seeks individuals with the following competencies for this role:
- **Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered by the organization
- **Collaboration:** The ability to develop, maintain, and strengthen partnerships with others inside and outside the organization who may be able to provide information, assistance and support
- **Staff Management:** Manages staff in ways that improve their ability to succeed on the job.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.
- **Planning, Organizing & Delegating:** Coordinates ideas, resources and staff/volunteers to achieve goals and results.
- **Time Management:** Organizes work, sets priorities, and determines resource requirements to effectively manage time and achieve goals.
- **Decision Making and Judgement:** Makes timely, informed decisions that take into account facts, goals, risks and constraints.
- **Professionalism and Personal Boundaries:** Conducts self within appropriate and expected professional boundaries and policies.
• **Conflict Management**: Helps others to resolve complex or sensitive disagreements or conflicts.

• **Stress Tolerance & Unflappability**: Maintains composure in highly stressful or adverse situations.

• **Confidentiality, Integrity, Ethics and Trust**: Maintains confidentiality and earns others’ trust and respect through consistent honesty and professionalism in all interactions.

Bilingual candidates and individuals of color are encouraged to apply.

Benefits include access to purchase full medical and dental coverage, life insurance, short-term disability insurance, long-term disability insurance, and generous leave time.

**To apply:**
Interested individual applicants only please, DAIS prefers not to be contacted by third party staffing agencies. A complete application, resume and cover letter addressed to Dawn Sharer, Human Resources Manager, are required to be considered for this position.

Incomplete applications, or applications submitted without a cover letter and resume will NOT be considered.

Completed applications may be submitted via email as an attachment to: daisemployment@abuseintervention.org, or by U.S. Mail to DAIS, Attn: Human Resources, 2102 Fordem Ave., Madison, WI 53704.

Application and full job description may be obtained at [http://abuseintervention.org/how-to-application/](http://abuseintervention.org/how-to-application/)

Applications should be submitted by 12/18/2015 for consideration.

**DAIS is an equal opportunity employer.**