



## Crisis Case Manager

### Job Details

Job Location	Education Level	Position Type
Her Well Center,	Bachelor's degree in social work, psychology, criminal justice or a related field	Part-Time
Travel Percentage	Job Shift	Job Category
Up to 25% -50%	Day/Weekend- Some Evenings	Nonprofit - Social Services

### Position Summary:

Her Well Center is seeking a compassionate, highly organized Crisis Case Manager to serve at Sameria House, our faith-based transitional residence for survivors of sexual trauma and intimate partner violence. This part-time role plays a key part in providing personalized, trauma-informed support to residents as they work through our Butterfly Journey program within a 30-day launch window.

The Case Manager will conduct intake assessments, provide direct crisis support, coordinate care plans, and connect clients to internal and community resources. The role also includes hospital accompaniment and on-call crisis response as part of the agency-wide rotation.

This position collaborates with the full-time Case Manager at Sameria House and other Her Well team members, including the Program Coordinator, Advocate Coordinator, Financial Manager, and Executive Director. All staff are expected to uphold Her Well's Christian values while respecting the diverse backgrounds of clients.

### Crisis Support & Advocacy

- Provide crisis intervention, emotional support, safety planning, and referrals.
- Advocate for client needs across systems (housing, legal, mental health, etc.)
- Support clients in setting goals and progressing through the Butterfly Journey program.

### Client Intake & Case Management

- Conduct initial and follow-up assessments
- Explain program expectations and update individualized care plans
- Maintain timely and accurate case documentation in HIPAA-compliant systems

### Hospital Accompaniment & CVC Support

- Participate in the on-call rotation (one week/month)
- Accompany clients to hospitals for SANE exams when needed
- Assist clients with Crime Victims Compensation (CVC) applications
- Coordinate transportation and emergency housing as needed

### **Collaboration & Administration**

- Attend required staff meetings, trainings, and case reviews
- Communicate effectively with team members and community partners
- Perform additional duties as assigned
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### **Required:**

- Bachelor's degree in a related field
- 2+ years of experience in case management or advocacy
- Understanding of trauma-informed care and victim rights
- Intermediate proficiency in Microsoft Office and database systems
- Valid Texas driver's license and reliable transportation
- Alignment with Her Well's mission and Christian values

### **Preferred:**

- Bilingual in English and Spanish

### **Compensation & Benefits:**

#### **Hours:**

- Starting October 1, 2025
- 24 hours/week (Friday–Sunday, 9 AM–6 PM with a 1-hour lunch)
- One week/month on-call rotation (including hotline and possible hospital accompaniment)
- Flexibility to work evenings or travel locally as needed (up to 25%)

#### **Compensation:**

- \$20/hour (paid bi-monthly)
- Flex pay available for holidays, personal days, and accrued vacation/sick time
- Professional development opportunities and a supportive, mission-driven team

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At Her Well, your work empowers survivors and strengthens communities. Together, we help survivors reclaim hope, regain their voice, and resist isolation, striving to end domestic and sexual violence for all.