

Institute for Nonviolence Chicago

Job Posting: Program Manager for Victim Services and Case Management

Title: Program Manager for Victim Services and Case Management

Reports to: Director of Programs

Informed by a philosophy of nonviolence, the Institute will establish caring and sustained relationships with participants engaged in the cycle of violence. We will emphasize partnerships with community members, leaders, social service providers, and local law enforcement to reduce community levels of violence. We will help create a safer, healthier environment for young adults, youth, and their families. These general approaches will be specifically addressed using for major methods: Community-based Nonviolence Street Outreach, Individualized Service Provision, Victim Support Services, and Nonviolence Training.

Program Manager for Victim Services and Case Management:

The Institute for Nonviolence Chicago is currently seeking a Program Manager to supervise our Victim Services and Case Management efforts. This position will oversee a team of victim advocates and case managers working to support “in-risk” individuals and victims and their families. The goal is to provide case management support to individuals who are actively involved in street violence, or recently impacted/exposed to community violence. In this respect, the Institute for Nonviolence Chicago’s Program Manager for Victim Services and Case Management, builds on current national best practices that incorporate outreach, victim support services and nonviolence.

Staff/Organizational Leadership

- Member of the Senior Management Team of the organization
- Provides regular individual and group supervision of case managers, reentry specialists and victim advocates
- Continuous creation and review of impact of strategy based on a quality improvement plan
- Participates in the development and implementation of agency policies and practices affecting the overall operation and direction of the agency
- Participates in the development and evolution of assessment and implementation tools utilized by agency staff
- Assists with preparation/revision of agency program descriptions, promotional materials, etc.
- Assist Executive Staff with preparing reports, grant applications, program proposals
- Ensures cross collaboration between each department – specifically this position works collaboratively with the -Program Manager of outreach and the supervisor in each neighborhood

Victim Services and Case Management

- Oversee the administrative operations of the community case management and reentry case management services to include case management supervisor, community case managers, and reentry case managers
- Oversee the administrative and program operations of victim services team to include supervisor, lead, and team of victim advocates

- Be available to respond, direct, and provide guidance to victim advocates during shooting responses 24/7 in conjunction with supervisor and lead of victim advocate team
- Ensure the timely flow of case management activities to meet program goals and objectives
- Oversee the development and integration of trauma-informed services for men and women participants
- Assess participant immediate needs, legal circumstances, and engagement needs to develop service plans
- Complete assessments, progress notes and significant program data
- Ensure the program achieves expected performance milestones in accordance with contracts and expectations of funding sources
- Provide presentations in community
- Work closely with outreach team leaders to ensure collaborative program implementation
- Coordinate and develop strategic alliances with community providers
- Collaborates with hospitals, Attorney General, funeral homes, and social service agencies to engage them in programming to provide services to victims of gun violence
- Collaborates with courts, probation and parole, jail and prison systems to provide services to those reentering the community
- Conduct outreach to community providers, families and significant others to gather additional information for service planning
- Utilize program data to inform program operations and to devise and implement corrective action plans
- Provide culturally competent services
- Provide in-service training and promote staff development to ensure case management staff have core competencies
- Authorize timesheets, ordering of supplies, vacation requests and related administrative needs to maintain the smooth operation of the team
- Work closely with senior staff to coordinate staffing for Light in the Night and other community events
- Manage program budget
- Any other duties as required by senior management team

Required Qualifications

- Master's degree in psychology, social work, or related field preferred
- 3-5 years' experience managing programs
- Experience supervising a team of practitioners
- At least three years of experience providing community-based services to youth and adults, preferably from communities with high rates of violence
- Experience working in community settings
- At least three years of experience working on a multidisciplinary team; and
- Knowledge of the criminal justice system, court processes and alternative to incarceration services

To apply, please send a cover letter along with your resume to lisas@nonviolencechicago.org.

Institute for Nonviolence Chicago -- EEO Statement

Institute for Nonviolence Chicago provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Institute for Nonviolence Chicago complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.