



Case Manager - (Domestic Violence)

ABOUT US

Cameron House is a 150 year old institution that is deeply woven into San Francisco history and rooted in community outreach and support. We proudly hold the honor of serving the evolving needs of the San Francisco Chinese community. Cameron House is a hub of year-round programs and services. These programs include our youth heritage school, adult ESL and computer classes, counseling services in English, Cantonese, and Mandarin, domestic violence intervention, and case management for accessing and managing resources in the San Francisco Bay area. We empower community members to build strength and resilience through family-centered programs, and help people learn, heal, and thrive.

JOB SUMMARY

Reports to the Director of Social Services and works as a member for the Programs Department. *Responsibilities include:* supporting and empowering domestic violence survivors; building community relationships; and educating and advancing awareness in the community about domestic violence prevention and intervention.

KEY RESPONSIBILITIES

- Provide case management services to assist clients in accessing community resources, meeting their needs and accomplishing their goals
- Conduct intake and assessment
- Lead the Cantonese Women's Support Group
- Community outreach, education and engagement
- Build a network with other community service providers
- Basic administration, reporting and presentation work

EDUCATION & EXPERIENCE

- *Required:* Bachelor's Degree in Social Work, Public Health, Sociology, or related field
 - NOTE: Associate Degree with some years of experience in social services, children and families, community non-profits, or related field of work may be substituted for Bachelors Degree
- *Required:* At least two (2) years of experience working with immigrant families and individuals
- *Required:* Experience working with individuals and groups, particularly with women and/or children experiencing domestic violence
- *Preferred:* Familiarity with Salesforce

CORE COMPETENCIES

- Strong Communication Skills
 - **Bi-lingual/Bi-literate in English and Cantonese a must, additional fluency in Mandarin is a plus!**
 - Good writing and verbal skills, able to communicate information and ideas clearly so others understand you. Including the ability to understand information and ideas conveyed verbally and in writing
- Excellent Interpersonal Skills
 - Able to handle confidential and/or sensitive information with discretion
 - Strong observational and listening skills, able to tell when something is wrong or is likely to go wrong
 - Possesses a positive and professional attitude, regardless of the task at hand
- Computer Knowledge
 - Knows how to work on a computer, and learn new computer programs quickly
 - Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), Google Workspace, internet searching, and social media
- Able to Reason & Think Critically
 - Capable of solving problems with sound judgment and practical approaches - solution-oriented

IMPORTANT

All candidates must fulfill the following requirements upon being hired:

- Achieve satisfactory clearance from the Department of Justice via Live Scan
- Undergo a screening for tuberculosis
- Complete a Sexual Harassment Prevention training
- Complete forty (40) hours of Domestic Violence Training

JOB TYPE

- Full-time, Regular, Nonexempt

SCHEDULE

- 40 hours per week
- Hybrid - In person three (3) days a week
- Monday to Friday
- Some Weekends, as needed
- Flexible Scheduling

WORK LOCATION

San Francisco Chinatown

COMPENSATION

As a financial steward of public funds, Cameron House is committed to pay equity and transparency. Cameron House offers competitive base salaries aligned with the market midpoint for not-for-profit organizations of similar size. To maintain this commitment, Cameron House does not negotiate salary offers; instead, each offer is carefully calculated using benchmarking data. **This is an nonexempt (hourly) role with a pay range of \$22.84 - \$27.92 an hour.**

BENEFITS

- 401(k) + 4% Employer Match
- 100% Paid Medical, Dental & Vision Insurance
- Flexible Spending Account
- Commuter Benefits & Free Parking
- Wellness Support: Free Local Gym Membership
- Employee Assistance Program
- Life Insurance
- 15 Days of Paid Vacation (to start)
- 13 Paid Holidays
- 10 Days of Sick Time

TO APPLY

Please submit your application, resume and cover letter by clicking on this **[APPLICATION FORM](#)**. Thank you!

NOTE: It's important for you to know we appreciate cover letters, they help us understand why you are interested in working with us and they show us how you express yourself in writing. We will prioritize applicants who provide a cover letter.

Cameron House aspires to make the online job application process accessible to any and all users.

If you have a disability that impacts your ability to complete the application process, and would like to request assistance or accommodation, please contact us at accommodations@cameronhouse.org

We are an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any bias including race, color, age, sex, sexual orientation, religion, disability or national origin.

Lastly, pursuant to the San Francisco Fair Chance Ordinance, we will consider qualified applicants with arrest and conviction records.