



Case Manager

ORGANIZATIONAL PURPOSE: Avalon Center provides trauma-informed, survivor-centered services that promote safety, healing, empowerment, prevention, and emergency Stabilization for individuals and families impacted by domestic violence, sexual assault, stalking, trafficking, strangulation, traumatic brain injury (TBI), and related forms of trauma.

JOB TITLE: Case Manager (*Exempt, In-person*) Full-Time

The Case Manager provides trauma-informed, survivor-centered care coordination services through Avalon Center's **Comprehensive Integrated Care Model**. This position partners with survivors and families to reduce barriers, strengthen safety and stability, and promote long-term well-being through individualized service planning, systems navigation, and coordinated support. The Case Manager collaborates with interdisciplinary staff and community partners to connect survivors to housing, behavioral health, legal advocacy, healthcare, and other essential resources that promote healing, resilience, and self-sufficiency.

SERVICE AREA: James City, York, New Kent, Charles City, Poquoson, Williamsburg, Gloucester, Mathews, King William, King & Queen, Middlesex.

OFFICE LOCATION: James City County

Reports to: Senior Director of Youth and Family Services

About Avalon

Avalon Center is committed to providing safety, advocacy, and support to survivors of domestic and sexual violence. We operate with professionalism, confidentiality, and a trauma-informed approach.

ESSENTIAL RESPONSIBILITIES (Additional duties may be designated by Program Director)

- Provide trauma-informed, survivor-centered case management services that promote safety, stabilization, empowerment, and long-term well-being.
- Conduct comprehensive assessments to identify survivor strengths, immediate needs, barriers, and opportunities for intervention.
- Develop individualized, family-centered care plans with survivors that establish measurable goals and support progress toward safety, housing stability, financial wellness, and self-sufficiency.

- Implement evidence-informed interventions that address crisis stabilization, systems navigation, problem-solving, and skill development.
- Partner with survivors to strengthen decision-making, build resilience, and promote self-advocacy and long-term independence.
- Coordinate services and referrals related to housing, healthcare, behavioral health, counseling, legal advocacy, employment, education, transportation, childcare, financial assistance, and community resources.
- Conduct residential intakes, orientations, and exit processes, ensuring a smooth transition into and out of shelter services.
- Assist with room readiness, emergency placements, and coordination of essential resources to support a safe and welcoming environment for residents.
- Collaborate with interdisciplinary staff and community partners to ensure integrated service delivery and continuity of care through Avalon Center's Comprehensive Integrated Care Model.
- Collaborate closely with the Community Services Board (CSB/CHB), Department of Social Services (DSS), legal advocates, healthcare professionals, and other community partners to coordinate services, reduce barriers, and promote continuity of care for survivors and their families.
- Monitor progress toward established goals, identify emerging needs, and modify care plans and interventions as appropriate.
- Maintain accurate and timely documentation, including case notes, service plans, interventions, referrals, and VADATA reporting in compliance with organizational, grant, and regulatory requirements.
- Participate in the on-call rotation and provide crisis response and emergency support, as assigned.
- Support survivors with complex needs, including accommodations related to traumatic brain injury (TBI), mental health concerns, disabilities, chronic stress, and trauma-related impacts.

Preparation & Qualifications

- Bachelor's degree in Social Work, Human Services, Psychology, Counseling, Public Health, Criminal Justice, or a related field preferred.
 - One (1) to three (3) years of experience in case management, care coordination, victim advocacy, behavioral health, housing services, or a related human services setting preferred.
 - Knowledge of domestic violence, sexual violence, trauma-informed care, survivor-centered practices, and Avalon Center's Comprehensive Integrated Care Model preferred.
 - Experience conducting assessments, developing service plans, establishing goals, and coordinating services and referrals preferred.
 - Experience working with individuals and families experiencing crisis situations, housing instability, or complex service needs preferred.
 - Ability to establish and maintain professional boundaries with survivors, staff, volunteers, community partners, and the public.
 - Ability to work independently, exercise sound judgment, solve problems effectively, and collaborate within a multidisciplinary team environment.
 - Strong organizational, verbal, written, documentation, and computer skills.
 - Ability to maintain confidentiality, manage multiple priorities, and adapt to changing service needs in a fast-paced environment.
 - Ability to participate in an on-call rotation and respond to crisis situations, as assigned.
 - Successful completion of pre-employment and annual criminal background screenings required.
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This description provides a general overview of the type and levels of work performed. It is not intended to be all-inclusive or to represent a comprehensive description of all specific duties.

Avalon Center is an At-Will employer that celebrates diversity and is an **equal opportunity employer. We offer competitive wages and benefits as well as a family-friendly, and drug-free work environment.** If you are passionate about helping individuals affected by intimate partner violence and making a positive impact in the community, we encourage you to apply. This is a rewarding opportunity to provide support, advocacy, and empowerment to survivors on their journey towards safety and healing.

To apply, please submit your resume and cover letter with references detailing your relevant experience and qualifications.

Submit inquiries to: jobs@avaloncenter.org