



Case Manager for Bembala Foundation

Support Center for Women and Child Survivors of Abuse and Distress

Bembala Foundation, a Whitefield Rising initiative, supports women and child survivors of domestic violence and abuse, by offering free and confidential befriending and referral services.

Case Manager: *Job Description*

Overall Brief: Enthusiastic individual with some work experience, and good communication skills, who will be involved in befriending survivors, help center manager with center operations, documentation, engagement with volunteers, and when needed assist with awareness programs.

Key Areas of Responsibility:

- Ensure that survivors of abuse or violence that contact Bembala on the Helpline or at the Vydehi Center are attended to as per the agreed upon process, in the capacity of a befriender
- Manage the functions of the center manager in case of their absence
- Be available to support volunteers as they are dealing with survivors, as a resource
- Engage with referral agencies where required and further strengthen partnerships with them
- Facilitate collaboration between the various teams of volunteers, referral agencies and hospital management and ensure that services are offered in a seamless, uninterrupted manner
- Ensure all records are accurate, up-to-date and held in accordance with Bembala policy including keeping confidentiality, and protecting data
- Maintain and make available regular reports of the Center's operations to the relevant stakeholders
- Represent Bembala when required in relevant forums and build credibility
- Assist with awareness programs when deputed

Qualifications and Criteria:

- A degree in the areas of social work, counseling, or psychology
- Minimum 1-3 years of work experience that includes some or all the below:
 - Professional social worker/ Support person with counseling or therapy background, preferably with qualification in BSW or MSW/ professional courses in counseling
 - Experience of working effectively within a team
- Have a firm belief and passion in Bembala's approach and be willing to be trained on the Bembala services, processes and systems.
- Preferably conversant in Kannada and Hindi, other South Indian languages a plus

Competencies required:

- Active listening skills
- Problem solving ability – analytical and creative thinking, decision making
- Working under pressure and ambiguous situations
- Assertive communication skills



- Networking skills
- Basic skills on the computer – able to use Microsoft Office and other products

About Bembala Foundation

Bembala is a non- profit with voluntary services by a range of diverse volunteers, who are committed to offering vital emotional support to women and children who have suffered from violence or abuse of any form.

The Bembala center is located in Vydehi Hospital at Whitefield, Bangalore, and will be open from 9:30 am – 4:30 pm Monday- Saturday (Closed on 1st and 3rd Saturdays of every month). Additionally, our Helpline is functional from Monday to Saturday, 9.30 am to 4.30 pm.

Contract: This position is for a full-time paid employee reporting to the trustees of Bembala Foundation. At the outset of the employment, the selected candidate will be under a three-month probationary period.

Work timings: Monday to Saturday: 9.30 am to 4.30 pm (Closed on 1st and 3rd Saturdays of every month)

Please send us your resume along with any references to bembalainfo@whitefieldrising.org