



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, responsible for creating training modules, and in charge of 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
- In charge of awareness and outreach programs on behalf of Bembala and can create communication modules (presentations, content for posters, etc.) to support this function
- Can create/ deliver training modules
- 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
- Represent Bembala when required in relevant forums and build credibility; invite support and collaboration with other individuals and agencies who have synergy with the organization

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
- Team management skills – ability to motivate, reassure, mentor/ coach, and manage conflict resolution, provide constructive feedback
- 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 11 am – 3 pm Monday- Saturday. 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

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