CASE MANAGER, FULL-TIME NON EXEMPT

Willow is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

JOB SUMMARY

The Case Manager is a key member of the Willow Domestic Violence Center Team and is responsible for coordinating service delivery for clients in the 49 bed emergency shelter and on waitlist for shelter. Using a trauma informed approach the case manager will provide options, support to clients. The ideal candidate must display a high degree of professionalism and respect while keeping difficult situations in proper perspective. Understanding, influencing and serving others are important attributes in this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

TEAM LEADER

- Oversee coordination and functions of hotline screening for callers seeking shelter services.
- Manage overflow and waitlist list and coordinate clients and families coming into shelter from list.
- Provide support to shelter staff as they provide counseling, advocacy and support to all clients.
- Make programmatic decisions when a supervisor or manager is not available for consultation.
- Assist shelter manager and supervisor with ongoing training to residential service staff, volunteers and interns.
- Ensures effective trauma informed best practices are being used by shelter staff.

COUNSELING, ADVOCACY AND SUPPORT

- Respond to and document hotline calls according to the agency’s procedures.
- Provide crisis and supportive counseling, information, referrals, and safety planning as needed in person or over the telephone.
- Welcome clients to the shelter.
- Assist with client internal and external service summary reports.
- Communicates with Department of Social Services for emergency housing, eligibility, extensions and fair hearings.
- Provide assistance to case manager, intake specialist and care coordinator as requested to support client service plan.
- Provide walk-in support.

DOCUMENTATION AND REPORTING

- Document counseling sessions according to the agency’s procedures.
- Provide updates and information for Shelter Manager and Supervisor
- Ensure that the communication log is up-to-date at the completion of the shift.

OTHER DUTIES AS ASSIGNED

- Attend and participate in agency trainings and meetings as required.
- Maintain confidentiality and complete all job functions in an ethically and culturally competent manner.

QUALIFICATIONS

- Associates degree in Human Services or a related field, Bachelor’s degree preferred with experience in human services, social work, counseling or a related field or an equivalent combination of education and experience is required.
- Must be adaptable and flexible.
- A minimum of 5 year of experience in case management.
- Excellent communications skills (verbal and written) are required.
- Ability to deal with a variety of emotions and frustrations in the workplace, communicate with a variety of people, work independently and maintain strict confidences.
- Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.
- Must be attentive, listen to people, perceive the real problems and bring issues to a successful conclusion.
- New York State Driver's License not in jeopardy of being revoked.

WORK SCHEDULE

Flexible some days some evenings; 37.50 hours per week.

COMPENSATION

Compensation dependent on experience.

HOW TO APPLY

Submit cover letter and resume by mail, email or fax:
◆ Mail: P.O. Box 39601, Rochester, NY 14604
◆ Email: HR@willowcenterny.org
◆ Fax: 585.232.3501
Be sure to indicate which position you are applying for in the subject line.
No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, pension plan and 401k.

Willow Domestic Violence Center is an Equal Opportunity Employer