



## Job Description

### **BRIDGES HOME CASE MANAGER**

**DEPARTMENT:** Residential Services  
**REPORTS TO:** Shelter Manager  
**HOURS/STATUS:** Full time/Non-Exempt

WILLOW DOMESTIC VIOLENCE CENTER 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**

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The Bridges Home Case Manager, along with a YWCA Case Manager, will serve as an after-care team, using the Rapid Rehousing Model to provide a transition in place program for survivors of domestic violence. Working in close collaboration with the Residential Services team, the Bridges Home Case Manager will assist shelter residents with securing permanent housing and will provide transition in place services with the goal of insuring safety and retaining housing.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

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##### **COORDINATION OF CLIENT CARE**

- Develop and complete the assessment / intake process for individuals and families referred to Bridges Home to determine program eligibility.
- Provide trauma sensitive counseling, advocacy and safety planning and assist participants with setting a service plan, including short and long term goals and milestones. Make community referrals as needed.
- Work with YWCA staff to develop housing contacts and to facilitate safe, appropriate placements for participants.
- Provide ongoing support to survivors needed to retain housing including: referrals to financial assistance programs, job search and training referrals, linkages to legal services, and help with budgeting and goal planning.
- Meet bi-weekly with clients including home visits.
- Transport clients to appointments as needed.
- Conduct ongoing case reviews and keep timely and accurate case documentation.
- Work with the YWCA to track data; provide reports required by funders and monitor the progress of the grant.
- Participate in team case management meetings as well as other agency meetings and trainings as required.
- Maintain confidentiality and complete all job functions in an ethically and culturally competent manner.
- Other duties as assigned.

##### **DOCUMENTATION AND REPORTING**

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- Submits all appropriate documentation to funding agencies in adherence with their guidelines.
- In conjunction with the Case Manager, reviews and reports to the Department of Social Service (DSS) on client status in the shelter. Communication must be clear and concise and include client plan, goals, accomplishments, challenges and next steps.
- Using agency software, completes timely and accurate documentation of all services provided to clients and their families.

## OTHER DUTIES AS ASSIGNED

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- Provides one on one counseling to clients as required.
- Respond to hotline calls when necessary.
- Documents all hotline calls following the agency's procedures.
- Provides client transportation to and from appointments as needed.
- Completes all job functions ethically and in a culturally competent manner.
- Attends and participates in pertinent agency meetings and training.
- Any other duties as may be assigned.

## QUALIFICATIONS

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- Bachelor's degree in social in Social Work or a related field and a minimum of three years of experience in case management, or an equivalent combination of education and experience.
- Excellent communication skills (verbal and written) are required.
- Adaptable and flexible.
- New York State Driver's License not in jeopardy of being revoked.

## HOW TO APPLY

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Submit cover letter and resume by mail or email:

◦Mail: P.O. Box 39601, Rochester, NY 14604

◦ Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

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, and a 401k retirement plan.***

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.