



HOUSING STABILITY CASE MANAGER

DEPARTMENT: Hotline Services
REPORTS TO: Counseling Center Coordinator
HOURS/STATUS: Part time/Hourly

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

The Housing Stability Case Manager is a key member of the Willow Domestic Violence Center Team and is responsible for providing housing support and case management services to survivors placed on the waitlist after calling the 24/7 Hotline as well as residents of the emergency shelter. Using a trauma informed approach, and working in close collaboration with the Willow Residential Services team, the Housing Stability Case Manager will assist survivors of domestic violence with securing safe affordable housing and will provide transition in place services with the goal of securing safety and retaining housing. This position has a pay range of \$16.00 - \$18.00 an hour, with a 24-30 hour work week.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Triage hotline calls and assist survivors in securing safe, affordable housing, whether it is staying in their own home (with a vacate order for the abuser and lock changes), staying briefly in Willow's emergency shelter, or bypassing shelter to move directly to new safe affordable housing.
- Work with survivors placed on the shelter waitlist to develop service plans that include life management skills and educational, financial and employment goals that are essential to sustaining community living.
- Work with a number of shelter residents to create an exit plan for safe, suitable, affordable community living.
- Document service delivery including hotline calls following agency procedures.
- Conduct ongoing case reviews and keep timely and accurate case documentation.
- Provide trauma informed counseling, advocacy and safety planning.
- Provide linkages to community resources and referrals as needed.
- Support survivors in transitioning to, and maintaining stable housing to include the following service offerings: referrals to DHS, financial assistance programs, job search and training referrals, linkages to legal services, and help with budgeting and goal planning.
- 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.

DOCUMENTATION AND REPORTING

- Using agency software, complete timely and accurate documentation of all services provided to clients and their families.
- Track data; provide reports required by funders.

OTHER DUTIES AS ASSIGNED

- Provide client transportation to and from appointments as needed.
- In conjunction with shelter staff, review and report to the Department of Social Service (DSS) client status in the shelter including clear, concise client plan, goals, accomplishments, challenges and next steps.
- Any other duties as may be assigned.

QUALIFICATIONS

- Associates Degree required, Bachelor's Degree preferred, with coursework in human services, counseling and social work or an equivalent combination of education and experience.
- One year working with the DV population in a residential setting.
- 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

Submit cover letter and resume by mail or email:

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

◦ Email: 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.