

## INTAKE CASE MANAGER

### Full time/ Hourly

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

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The Intake Case Manager is a key member of the Willow Center team, and is responsible for the intake process with all new clients to ensure a seamless transition into shelter. The Intake Case Manager is often the first person a client meets when entering the residential shelter and is responsible for supporting and advocating for clients as well as maintaining, communicating, and submitting accurate information and records to promote clients' success. The Intake Case Manager provides guidance, advocacy and support to all clients in the 49 bed emergency shelter while using best practices and a trauma informed approach. This position has a pay range of \$16.50 - \$17.00 per hour.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

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#### CLIENT INTAKE

- Provides client with support upon initial arrival to the shelter.
- Collaborates with clients in a trauma informed and survivor center manner to complete intake; which includes listening to survivors' trauma stories, conducting a needs assessment, providing support, advocacy, safety planning, referrals, and obtaining all necessary releases, applications, and documentation.
- After initial intake, communicates with the service team and other Willow programs (CAP, HEAL, Counseling Center, Safety First...) client intake, goals, and safety plan to further establish collaboration and advocacy for clients' success.
- Advocates and collaborates with community partners to connect and refer clients to appropriate services based on clients' goals.
- Provides trauma sensitive counseling, advocacy and safety planning and assists clients with creating a service plan, including short and long term goals and milestones.
- Provides ongoing support to survivors.
- Provides client transportation to and from appointments as necessary.
- Participate in team case management meetings as well as other agency meetings and trainings as required.
- In conjunction with the service team, reviews and reports on client status in the shelter, while prioritizing new intakes and Department of Human Services (DHS) requirements.
- Duplicates forms for clients as needed and requested (ids, police reports, O of P, applications...).
- Maintains confidentiality.

#### DOCUMENTATION AND REPORTING

- Conducts ongoing case reviews and keeps timely and accurate case documentation.
- Submits all appropriate documentation as required to the Department of Human Services (DHS) within 24 hours or the next business day; this includes the DHS application, release, and entrance form.
- Assists clients in accessing public benefits through the Department of Human Services (DHS) for immediate and long term needs. This includes attending appointments if appropriate and submitting requirements to DHS for assistance.
- Using agency software, completes timely and accurate documentation of all services provided to clients and their family members.
- Submits all appropriate documentation to funding agencies in adherence with their guidelines. This includes monitoring and maintaining bed nights and children's overnight ins/outs.
- Assists survivors (who are eligible) in submitting OVS claim applications.
- Reviews client folders to make sure files are complete, up to date, and signature are obtained.
- Reviews welcome book at initial intake.

#### OTHER DUTIES AS ASSIGNED

- Responds to hotline calls when necessary.
  - Documents all hotline calls following the agency's procedures.
  - Conducts room checks as necessary.
  - Assists exiting clients with packing and cleaning of rooms as necessary.
  - Completes all job functions ethically and in a culturally competent manner.
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## QUALIFICATIONS

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- Bachelor's degree in Social Work or a related field and a minimum of three years of experience in case management, housing, counseling and advocacy or an equivalent combination of education and experience.
- Valid NYS driver's license.
- Experience working with the Department of Social Services is required.
- Excellent organizational and communication skills (verbal and written) are required.
- Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.
- A minimum of one year of experience working with individuals in crisis is preferred.
- A knowledge of domestic violence issues is preferred.
- Experience working in a residential setting is a plus.

## 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.