



## **TAPESTRY CASE MANAGER**

**DEPARTMENT:**

Residential Services

**REPORTS TO:**

Shelter Manager

**HOURS/STATUS:**

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 at a historic moment in our history to help fulfill our vision of a community free from domestic violence.

### **JOB SUMMARY**

---

The Tapestry Case Manager, along with a YWCA Housing Specialist and Lawyer from Legal Aide, 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 Tapestry 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. This is a full-time position with a pay range of \$17.30 - \$18.00, dependent on skills and qualifications.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

---

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

- Develop and complete the assessment / intake process for individuals and families referred to the program for 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**

- 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**

---

- 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.

## QUALIFICATIONS

---

- 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

---

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 fostering, cultivating and preserving a culture of diversity and inclusion. Willow believes that a diverse workforce and inclusive workplace culture enhances the performance of our organization and our ability to fulfill our important missions. Willow is committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal valued and supported.