

## Job Description

### COMMUNITY CASE MANAGER

#### JOB SUMMARY

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The Community Case Manager is a key member of the WILLOW DOMESTIC VIOLENCE CENTER Team and is responsible for coordinating the services provided to families in trauma staying in transitional community placements (hotels or overflow placements). The Community Case Manager will ensure that each family receives all of the proper assistance and support they need to have a successful transition from transitional housing into the shelter or to permanent housing. The Community Case Manager will provide all of the information and documentation required with appropriate agencies and any other paperwork that will support the client's success. The Community Case Manager provides counseling, advocacy, and safety planning and support to Willow's clients in transitional housing while using best practices and a trauma informed approach. The ideal candidate is client centered and will have experience in case management, counseling, crisis management, community resources and excellent communication skills.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### CLIENT INTAKE

- Provides client with support within 72 hours of client's arrival to transitional placement (hotel placement or other Monroe County shelters).
- 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, etc.) 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.
- 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, Orders of Protection, applications, etc.).
- Maintains confidentiality.

##### CASE MANGER RESPONSIBILITIES

- Meets weekly with the Assistant Director of Residential Services to review service plans including but not limited to; housing, mental health support, chemical dependency, schooling, employment, DHS requirements, safety and advocacy.
- Provides trauma sensitive counseling, advocacy, safety planning and assists participants with setting a service plan, including short and long term goals and milestones. Makes community referrals as needed.
- Supports clients in transitional housing with coming into shelter when space is available in Willow's shelter program.
- Develops collaborative partnerships with community organizations supporting residents with safe transition plans.
- Supports and collaborates with the children's program and pet program with service planning for family members.

##### COORDINATION OF CLIENT CARE

- Partners with other members of the residential services team to ensure that clients receive the appropriate services and support using a trauma informed approach.
- Provides supportive advocacy, safety planning and goal setting to clients.
- Connects clients to supportive services to include, but not limited to, therapy, substance abuse and schooling.
- Assists families in managing and planning for safety needs and creating individualized support plans.

- ✔ Provides crisis intervention/prevention for clients and families.
- ✔ Facilitates flow of services for client from intake to safe exit.
- ✔ Conducts telephone follow-ups with client after departure, if required.
- ✔ Support move out plans to all Willow clients in transitional placements or Willow shelter program.
- ✔ Follow up services to clients who recently move out of Willow shelter program or transitional placement or overflow placement.

## DOCUMENTATION AND REPORTING

- ✔ Submits all appropriate documentation to funding agencies in adherence with their guidelines.
- ✔ Reviews and reports to the Department of Human Service (DHS) 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.
- ✔ Support the Residential Director with billing for the hotels.
- ✔ Maintain hotel census.

## 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.
- ✔ Any other duties as may be assigned.

## REQUIRED 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, 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.

## ADDITIONAL INFORMATION

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- ✔ Department: Residential Services
- ✔ Location: Shill Family Building
- ✔ Reports to: Assistant Director of Residential Services
- ✔ Hours/Status: Full-time/Non-Exempt
- ✔ Pay Rate: Starting at \$19.00/hour

## HOW TO APPLY

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Submit cover letter and resume by mail, 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 an Equal Opportunity Employer*

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.