

## Job Description

### HOTLINE CASE MANAGER

#### JOB SUMMARY

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The Hotline Case Manager is a key member of the WILLOW DOMESTIC VIOLENCE CENTER team, working directly with survivors of dating and domestic violence. This position requires a caring, dedicated individual who possesses the ability to work with individuals and families in crisis, cultural awareness and sensitivity with effective counseling and advocacy skills while using best practices and a trauma informed approach. Must display a high degree of professionalism and respect while keeping difficult situations in proper perspective. Understanding, influencing and serving others are important attributes in this position.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### COUNSELING, ADVOCACY, & SUPPORT

- Provide crisis and supportive counseling/advocacy, information, referrals, and safety planning as needed over the telephone or via text, webchat or messaging in a trauma informed and solution focused manner.
- Manage Hotline calls and screen for shelter placement and wait list needs.
- Link individuals to services at Willow including groups, court advocacy and counseling, and provide information and referrals.
- Assist with intakes and service planning and delivery.
- Assist with the ongoing development and revisions of safety plans.

##### DOCUMENTATION & REPORTING

- Respond to and document all hotline calls according to the agency's procedures.

#### OTHER DUTIES AS ASSIGNED

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- Attend and participate in pertinent agency and community meetings and training.
- Provide client transportation to and from valid appointments when appropriate.
- Complete all job functions ethically and in a culturally competent manner.
- Any other duties as may be assigned.

#### REQUIRED QUALIFICATIONS

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- Associates degree in Human Services or a related field, Bachelor's degree preferred with experience in human services, social work, counseling or a related field or an equivalent combination of education and experience is required.
- A minimum of one year of experience working with families in crisis is preferred.
- Residential experience preferred.
- Bi-Lingual (Spanish) preferred.
- Excellent communications skills (verbal and written) are required.
- Ability to deal with a variety of crises and emotions in the workplace, communicate with a variety of people, work independently and maintain strict confidences using a trauma informed approach.
- Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.
- Must be attentive, listen to people, meet clients where they are and collaborate with survivors around their goals.

#### ADDITIONAL INFORMATION

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- Department: Advocacy Services
  - Reports to: Director of Emergency Response Services
  - Hours/Status: Full-Time: Monday – Friday; 8:00am-4:30pm
  - Pay Rate: Starting at \$19.00/hour
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## 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.