

## Job Description

### RESIDENTIAL HOUSING CASE MANAGER

#### JOB SUMMARY

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The Residential Housing Case Manager is a key member of the Willow Domestic Violence Center Team and is responsible for services to clients in the 49 bed emergency shelter. Using a trauma informed approach, the Residential Housing Case Manager will assist residents with securing safe, affordable, permanent housing and will provide transition in place services with the goal of insuring safety. The Residential Housing Case Manager is a key member of the residential service team supporting and advocating for clients to reach their safe goals.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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- Provide trauma sensitive counseling, advocacy, safety planning and assist participants with setting a service plan, including short and long term goals and milestones. Make community referrals as needed.
- Develop collaborative partnerships with community organizations and landlords and serve as a liaison supporting residents with safe transition plans.
- Serves as the domestic violence liaison on the Continuum of Care oversight committee.
- Complete HMIS referrals and VI-SPDAT assessments with residential clients.
- Create and update housing books and housing trainings with updated information on the Rochester/Monroe County Housing market, laws, and best practices.
- Train team members and interns on case management and housing.
- Create and maintain a list of community resources and referrals for housing and financial assistance.
- Provide ongoing support to survivors needed to secure housing including: referrals to DHS, financial assistance programs, linkages to legal services, and help with budgeting and goal planning.
- Transport clients to appointments as needed.
- Work with clients to create an exit/departure plan for safe, suitable, affordable community living.
- Conduct ongoing case reviews and keep timely and accurate case documentation.
- Track data; provide reports required by funders.
- 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 & REPORTING

- Submit all appropriate documentation to funding agencies in adherence with their guidelines.
- In conjunction with the manager of family services, intake case manager, and care coordinator, review and report to the Department of Social Service (DSS) on client status in the shelter. Communication must be clear and concise manner and include client plan, goals, accomplishments, challenges and next steps.
- Using agency software, complete timely and accurate documentation of all services provided to clients and their families.

#### OTHER DUTIES AS ASSIGNED

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- Provide one on one counseling to clients as required.
  - Respond to hotline calls when necessary.
  - Document all hotline calls following the agency's procedures.
  - Complete all job functions ethically and in a culturally competent manner.
  - Attend and participate in pertinent agency meetings and training.
  - Any other duties as may be assigned.
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## REQUIRED QUALIFICATIONS

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- ✔ Associates Degree required, Bachelor's Degree preferred, with coursework in human services, counseling and social work or an equivalent combination of education and experience.
- ✔ Preferred 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.

## 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 Range: \$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.