

## Job Description

### DEAF IGNITE CASE MANAGER

#### JOB SUMMARY

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The Deaf IGNITE Case Manager is a key member of the Deaf IGNITE Program within the Willow Domestic Violence Center and is responsible for counseling and advocating for clients who identify as Deaf, DeafBlind, DeafDisabled, hard of hearing, late deafened, CODA, interpreters and other members of the Deaf community who experience domestic violence and/or sexual assault. The Deaf IGNITE Case Manager provides crisis counseling, advocacy and support to clients using a solution focused approach through a trauma informed lens. The ideal candidate is client centered and will have experience in advocacy, case management, counseling, crisis management, community resources and excellent communication skills.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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- ✔ Conduct intake and service needs assessments with potential or identified survivors and deliver client services including: victim advocacy, crisis intervention, safety planning, general intake, service assessments, court accompaniment and advocacy, public assistance applications, referrals to appropriate legal, long-term support services, shelter, health/mental health
- ✔ In collaboration with team, attend and participate in task force and program meetings against domestic and sexual violence in the Greater Rochester area
- ✔ Collaborate with the court, court personnel; law enforcement partners and agencies, county agencies, community agencies and the community while supporting clients
- ✔ Provide support to clients and community partners with referral process to Willow and community programs
- ✔ Adhere to organization confidentiality policies and procedures.
- ✔ Assist in preparing information and educational materials on domestic violence and sexual assault for survivors and Deaf community.
- ✔ Participate in and support team in the creation of trauma informed education and prevention materials and participate and support team in prevention and education events
- ✔ Maintain positive working relationships with co-workers, supervisors and all other programming and intervention staff.
- ✔ Maintain confidentiality and complete all job functions in an ethically and culturally competent manner.
- ✔ Coordinate and support the Deaf IGNITE team in the script-writing, filming, editing and/or implement captioning educational videos and program announcements in ASL as needed.
- ✔ Assist in fulfilling deliverables of grants secured by the agency.
- ✔ Frequent (daily) local travel required to meeting spaces across our service area (primarily in Monroe County and surrounding counties).

#### DOCUMENTATION & REPORTING

- ✔ Submit all appropriate documentation to funding agencies in adherence with their guidelines.
- ✔ Complete timely and accurate documentation of all services provided to clients and their families.

#### OTHER DUTIES AS ASSIGNED

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- ✔ Participates in all department and agency meetings.
- ✔ Attend and participate in pertinent agency and community meetings and training.
- ✔ Attend and participate in agency events, including but not limited to Walk with Willow.
- ✔ Any other duties as may be assigned.

#### QUALIFICATIONS

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- ✔ Bilingual in ASL/English required.
  - ✔ Immersed in Deaf culture.
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- ✔ Bachelor's Degree in Social Work or related field, MSW or MS in human services preferred; with a minimum of 1 year experience in case management and human services advocacy, working with individuals or families in crisis; or an equivalent combination of education and experience.
- ✔ Strong time management, communication, and organizational skills.
- ✔ The ability to work well with a variety of systems, as well as maintaining discretion and confidentiality.
- ✔ Adaptable and flexible.
- ✔ New York State Driver's License not in jeopardy of being revoked and have a reliable vehicle.

## ADDITIONAL INFORMATION

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- ✔ Department: Deaf IGNITE Program
- ✔ Reports to: Deaf IGNITE Program Coordinator
- ✔ Hours/Status: Full-time/Non-Exempt
- ✔ Pay Range: \$20.00 per hour

*Must be able to work evenings and weekends when necessary.*

## 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.