

## 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: Emergency Response Services
- Reports to: Director of Community Response Services
- Hours/Status: Full-time/Non-Exempt: Monday - Friday 8:30am-5:00pm
- Pay Rate: Starting at \$21.00/hour