



## 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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##### Housing Case Manager Duties:

- Assess survivors' potential barriers to maintaining stable housing. Provide them with coaching, support and referrals to improve housing retention, stability, quality of life and self-sufficiency (e.g. providing support with: budgeting life skills, tenancy skills, communication skills etc.).
- Develop a housing plan with each survivor and coordinate with appropriate community programs.
- Assist survivors with setting a service plan, including short- and long-term goals and milestones. Make community referrals as needed.
- Complete HMIS referrals and VI-SPDAT assessments with shelter survivors within 24-hours.
- Develop collaborative partnerships with community organizations and landlords and serve as a liaison supporting residents with safe transition plans.
- Create and update housing books and housing trainings with updated information on the Rochester/Monroe County Housing market, laws, and best practices.
- 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 and apartment viewings as needed.
- Discharge planning - refer survivor to community case management after housing placement that will support them in adjusting to housing and building long-term connections to community services.
- Participate in weekly service team case management meetings to review the status of each shelter survivor.
- Contribute to the development and evaluation of the housing program.
- Maintain confidentiality and complete all job functions in an ethically and culturally competent manner.

##### Hotline Coverage:

- Respond to hotline calls when necessary:
  - 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.
  - Screen and assess risk to determine survivor needs.
  - Link individuals to services at Willow including groups, court advocacy and counseling, and provide information and referrals within the community as needed.
  - Develop safety plans with incoming callers.
- Document all hotline calls following the agency's procedures.

##### Documentation & Reporting:

- Conduct ongoing case reviews and keep timely and accurate case documentation.
- Track data and submit all appropriate documentation to funding agencies in adherence with their guidelines.

- ✔ In conjunction with the intake case manager, and care coordinator, review and report to the Department of Human Service (DHS) 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.

## ADDITIONAL ROLE RESPONSIBILITIES

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- ✔ Complete all job functions ethically and in a culturally competent manner.
- ✔ Attend and participate in pertinent and required agency meetings and training.
- ✔ Prepare for and participate in shelter audits.
- ✔ Provide suggestions to senior staff to develop new or modify existing services, policies and protocols to meet the needs of program participants in alignment with the agency's strategic directions.
- ✔ Any other assigned duties needed to help drive our vision, fulfill our mission, and abide by our organization values.

## 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
- ✔ Hours/Status: Full-time/Non-Exempt
- ✔ Pay Range: \$21