

Job Description

HOTLINE LEAD CASE MANAGER

JOB SUMMARY

The Hotline Lead Case Manager is a key member of the WILLOW DOMESTIC VIOLENCE CENTER team and is responsible for the day-to-day execution of Hotline services provided on the Hotline and ensuring that each caller receives all of the proper assistance and support they need when seeking supportive services through the Hotline Program. The Hotline Lead Case Manager will provide all of the information and documentation required with appropriate agencies and any other paperwork that will support the caller's success, along with leadership and guidance to the Hotline Advocacy Team. 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. The ideal candidate 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. The ideal candidate is client centered and will have experience in case management, counseling, crisis management, community resources and excellent communication skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

HOTLINE LEAD CASE MANAGER RESPONSIBILITIES

- Oversees Hotline services delivered to callers through Willow's Hotline.
- Maintain Shelter Placement list, including updating DHS on waitlist.
- Update and maintain the Hotline Shift Log.
- Update and maintain all Hotline emails and hardline calls to the Hotline.
- Maintain and update Resources in Resource Binder and in station binder locations.
- Trains staff, interns, and volunteers on Hotline service delivery and report on new hire status.
- Helps to maintain consistency and quality of calls in alignment of Best Practice.
- Ensure consistent implementation of caller feedback surveys who utilize Hotline services.
- Maintains the on-site Hotline coverage schedule and ensures adequate coverage so all callers are supported.
- Ensures that Hotline notes are always complete and up-to date.
- Takes initiative to lead the team in finding solutions to identified gaps and barriers to services.
- Stays up to date on internal and external training related to service delivery.
- Keep track of and order monthly Hotline supplies.
- Participate in Hotline interviews.
- Work with Manager of Hotline Services and Learning and Engagement Manager on creating and promoting needed training for Hotline staff's on-going skill enhancement.

HOTLINE RESPONSIBILITIES

- 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, especially when the Hotline is short staffed.
- Manage Hotline calls and screen for shelter placement and shelter list needs.
- Link individuals to services at Willow including groups, court advocacy and counseling, and provide information and referrals.
- Assist with the ongoing development and revisions of safety plans.
- Respond to and document all hotline calls according to the agency's procedures.

COLLABORATION, EDUCATION, & TEAMWORK

- Maintains professional, healthy collaborations with community agencies and Willow staff.
 - Is well versed in Trauma-Informed Care and Solution-Focused Models of providing services. Assists other staff, interns, and volunteers in utilizing these models.
 - Serves as a competent, flexible, leader of Hotline services and larger Willow team who fosters a positive, healthy, and values-aligned work environment.
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- Engages in supervision with the Manager of Hotline Services to practice self-reflection, increase self-awareness, build skills, provide & receive feedback, and engage in consistent communication on quality of Hotline services & program functioning.
- Co-facilitates Hotline team meeting with the Manager of Hotline Services on a bi-weekly basis.
- Attends and is an active participant in agency trainings, staff meetings and identified Hotline-related meetings.

OTHER DUTIES AS ASSIGNED

- Document all hotline calls following the agency's procedures.
- Attending and participating in pertinent agency and community meetings and training.
- Maintain confidentiality at all times.
- Complete all job functions ethically and in a culturally competent manner.
- Any other duties as may be assigned.

REQUIRED QUALIFICATIONS

- Bachelors Degree in Human Services, Social Work or Counseling field preferred or an equivalent education and experience.
- A minimum of one year of counseling, case management or advocacy experience. Program management and supervisory experience preferred.
- Bi-Lingual preferred; able to read, write and speak Spanish and/or ASL proficiently.
- Must be able to display a high degree of professionalism while keeping difficult situations in proper perspective.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Ability to recognize and maintain confidential information.
- Sound judgement and decision-making ability.
- Must be adaptable and flexible.
- High degree of organizational skills and attention to detail.
- Excellent communication skills (verbal and written) are required.

ADDITIONAL INFORMATION

- Department: Hotline
- Location: Strong Todd Building
- Reports to: Manager of Hotline Services
- Hours: 1:30PM-10:00PM Monday-Friday. Can vary, with some possible On-Call requirements and possible weekend.
- Status: Full-time/Non-Exempt
- Pay Rate: \$23/hour

HOW TO APPLY

Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦Email: 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 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.