

Job Description

SUPPORTIVE HOUSING CASE MANAGER

JOB SUMMARY

The Supportive Housing Case Manager is a key member of the Willow Domestic Violence Center Team and is responsible for coordinating services provided to individuals and families who reside in affordable housing units managed by Willow servicing survivors of domestic violence and their families. The Supportive Housing Case Manager will coordinate support services for all residents of the permanent supportive housing units to ensure they receive the services necessary to live safely, successfully and independently. The goal is to ensure the safety of residents and to provide a continuum of care that supports resident stability and self-sufficiency.

ESSENTIAL DUTIES AND RESPONSIBILITIES

COORDINATION OF SERVICES

The Supportive Housing Case Manager will provide residents with the following support services, ensuring that all services are in compliance with funder guidelines:

- ✓ Provide trauma-informed supportive counseling, skill building, advocacy, safety planning and goal setting.
- ✓ Assist families and children in managing and planning for safety and create individualized support plans.
- ✓ Provide crisis intervention for children and families.
- ✓ Facilitate regular on-site educational life skills groups designed to meet the unique needs of survivors of domestic violence transitioning to community living, such as education and employment goals, finances and budgeting, self-sufficiency, and self-care.
- ✓ Collaborate with partner agencies for the provision of housing, medical, mental health and legal support services.
- ✓ Provide linkages and transportation to community services for substance abuse treatment, financial counseling, and supervised visitation.
- ✓ Assist survivors who move out to other living arrangements.
- ✓ Support survivors in reaching education and employment goals.
- ✓ Provide other services and support assigned.

DOCUMENTATION & REPORTING

The Supportive Housing Case Manager will monitor progress in achieving service plan goals and document all work using agency database, this includes:

- ✓ Participation in supportive services.
- ✓ Progress toward achieving service plan goals.
- ✓ Collaboration with providers to ensure their health/behavioral health needs are met.
- ✓ Participation in substance abuse programs as required.
- ✓ Achievement of educational goals.
- ✓ Securing and maintaining employment.
- ✓ Living safe and violence free lives.

OTHER DUTIES AS ASSIGNED

- ✓ Maintain confidentiality at all times.
 - ✓ Complete all functions in an ethically and culturally responsive manner.
 - ✓ Respond to hotline calls when necessary and available.
 - ✓ Document all hotline calls following the agency's procedures.
 - ✓ Any other duties assigned by leadership needed to help drive our vision, fulfill our mission, and abide by our organization values.
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REQUIRED QUALIFICATIONS

- ✓ Bachelor's degree in Social Work or Human Services preferred; or Associates Degree with comparable experience or an equivalent combination of education and experience.
- ✓ At least one year of case management experience preferred.
- ✓ 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.
- ✓ New York State Driver's License not in jeopardy of being revoked.

ADDITIONAL INFORMATION

- ✓ Department: Housing Services
- ✓ Location: Shill Family Building or SouthRidge Apartments
- ✓ Reports to: Manager of Housing Services
- ✓ Hours/Status: Full-time/Non-Exempt/Monday- Friday 9:00am- 5:00 pm
- ✓ Pay Rate: \$21.00/hour

APPLY ON INDEED

<https://www.indeed.com/cmp/Willow-Domestic-Violence-Center-1>

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.