willow
Domestic Violence Center

OUR MISSION: To prevent domestic violence and champion survivor safety, justice, healing, and hope.
OUR VALUES: Inclusion, Respect, Integrity, Excellence, Collaboration

Job Description

HOTLINE CASE MANAGER

JOB SUMMARY

The Hotline Case Manager is a key member of the Willow Domestic Violence Center team, providing direct support, advocacy, case management, and crisis intervention services to survivors of domestic violence and intimate partner violence. This position requires a compassionate, trauma-informed professional who is skilled in working with individuals and families experiencing crisis, safety concerns, and complex life circumstances.

The Hotline Case Manager utilizes best practices in advocacy, active listening, safety planning, resource coordination, and survivor-centered support to promote empowerment, safety, and access to services. This role requires strong cultural awareness, sensitivity, sound judgment, and the ability to respond effectively in high-stress situations while maintaining professionalism, confidentiality, and respect.

The successful candidate demonstrates empathy, resilience, strong communication skills, and the ability to build trusting relationships with survivors from diverse backgrounds. This position requires the ability to remain grounded, solution-focused, and supportive while navigating challenging conversations and providing meaningful assistance to those impacted by domestic violence.

Available Shifts:

- **Part Time: Wednesday, Thursday, Friday: 5:00pm-10:00pm**
- **Part Time: Saturday and Sunday: 9:00am-5:00pm**

ESSENTIAL DUTIES AND RESPONSIBILITIES

CRISIS INTERVENTION, ADVOCACY, & SURVIVOR SUPPORT

- Provides immediate crisis intervention, emotional support, advocacy, information, referrals, and individualized safety planning to survivors of domestic violence through telephone, text, webchat, and other communication platforms.
- Provides supportive listening and advocacy while empowering survivors to identify options, make informed decisions, and access resources.
- Utilizes trauma-informed, survivor-centered, and solution-focused approaches to support individuals experiencing crisis, safety concerns, and barriers to accessing services.
- Conducts shelter screenings, assesses eligibility and needs, and coordinates emergency shelter placement and waitlist processes in accordance with program procedures.
- Connects survivors to Willow programs and services, including counseling, support groups, court advocacy, housing supports, and other agency resources.
- Provides warm referrals and resource coordination with community agencies to address survivor needs, including housing, legal, medical, financial, and social service supports.
- Maintains knowledge of domestic violence dynamics, community resources, and best practices to provide accurate and effective advocacy.

DOCUMENTATION & REPORTING:

- Develops, reviews, and updates individualized safety plans based on survivor needs, risk assessment, and changing circumstances.
- Complete and maintain accurate, timely, and confidential client documentation in accordance with agency policy, regulatory & licensing standards, funding requirements, and professional ethical guidelines.
- Submit all internal agency documentation, incident reports, referrals, and related paperwork to the appropriate departments in a timely manner.
- Utilize agency electronic database to complete timely and accurate documentation of all services provided to clients and their families.

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OTHER DUTIES AS ASSIGNED

- Supports onboarding and development of new Hotline Advocates through shadowing, mentoring, and sharing program knowledge as assigned.
- Supports shelter operations through cross-coverage, ensuring continuity of care, operational efficiency, and adherence to agency policies and procedures.
- Participates in team meetings, trainings, supervision, and quality improvement activities to strengthen hotline services.
- Maintains professionalism, compassion, and appropriate boundaries while managing sensitive and high-risk situations.
- Complete all job functions ethically and in a culturally competent manner.
- Any other duties assigned by the Manager of Hotline or Executive Team needed to help drive our vision, fulfill our mission, and abide by our organization values.

REQUIRED QUALIFICATIONS

- Associate's 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.
- 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

- Department: Hotline Services
- Location: Skyview
- Reports to: Manager of Hotline Services
- Pay Rate: $21.00/hour
- Hours/Status: Part-time 15 hours/week
    - Part Time: Wednesday, Thursday, Friday: 5:00pm-10:00pm
    - Part Time: Saturday and Sunday: 9:00am-5:00pm

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 40lk 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.