



# DIMITRI HOUSE

*To serve our neighbors in need with love and acceptance,  
joining them on their journey toward self-sufficiency*

## Job Description - Case Worker - Mamczur Place at Dimitri House

This Grant Funded Position, located at Mamczur Place at Dimitri House, is responsible for performing client management activities related to case work services with the goal of improving financial, social, and psychological functioning of clients who have experienced chronic homelessness.

### Specific Duties:

- Assist with selection and intake of clients.
- Must maintain thorough and accurate records in both written form and through HMIS.
- Interview clients to assess their situational needs.
- Serve as a liaison between the client and social, financial, health, and legal services.
- Establish and maintain boundaries when working with all clients/participants.
- Utilize Harm Reduction and Housing First philosophies when working with current and prospective program participants.
- Link clients to mental health, health services, housing services, and other supportive services for which they are eligible.
- Provide one-to-one support to clients by drawing from experiences with homelessness.
- Attend regular staff and agency meetings.
- Additional tasks, projects, and responsibilities as assigned by Executive Director.

### Requisite Skills:

- Experience with local services available to clients transitioning into permanent housing.
- Written and verbal communication to interface with government organizations and essential services.
- Critical thinking and decision-making skills to coordinate the best course of action for clients.
- Problem-solving skills to improve well-being of clients through advocacy.
- Basic computer skills including **proficiency** in Homeless Management Information Systems (HMIS).
- Physical requirements: Office environment, ability to make unit visits (stairs), occasionally accompany clients to social services appointments as advocate.

### Education & Experience:

- A Bachelor's degree in social work, psychology, sociology, or related field.
- Fluency in Spanish is highly beneficial.
- Minimally two years of employment supporting individuals experiencing chronic homelessness.
- Lived or personal experience with homelessness.
- Combination of education and experience may be considered.

Cover letter and resume can be submitted to:

Laurie-Jones Prizel, Executive Director  
ljprizel@dimitri-house.org

Laurie-Jones Prizel  
*Executive Director*

Anjill Burr  
*Program Director*

Amy Edwards  
*Board Chairperson*

Eugene Rogalski  
*Board Vice President*

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John Albertini  
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Steve Witte  
*Board Member*

Lisa Martone  
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Don Palma  
*Board Member*

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## **YWCA of Rochester and Monroe County JOB DESCRIPTION**

**POSITION:** Emergency Housing Team-Lead-Night

**DEPARTMENT:** Residential Services

**DIVISION:** Housing

**REPORTS TO:** Emergency Housing Supervisor

**FLSA STATUS:** Non- Exempt

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### **PURPOSE**

Provide support and leadership to staff and oversight to the night operations of YWCA Single Shelter, and Family Shelter.

### **Job Duties**

1. Serve as Team leader to the night staff and provide support and leadership.
2. Assist Emergency Housing Supervisor with the completion of performance reviews for all evening staff.
3. Address performance and behavioral issues in a timely manner. Ensure these situations are thoroughly documented in accordance with HR processes.
4. Assist Emergency Housing supervisor with record-keeping, systems and reports. Review evening staff documentation on a quarterly basis.
5. Serve as lead staff to all residents' and evening staff.
6. Maintain the nightly and weekend schedule to ensure coverage.
7. Advocate for clients within and outside the YWCA.
8. Work with individuals in the community who may be able to be diverted to other community resources, for shelter.
9. Provide input on personal development, social/recreational programming and facilitate activities and groups as needed.
10. Work with Vice President of Operations and Emergency Services Day Supervisor to develop, implement and annually update operations manual including staffing guidelines, policies and procedures for all program components.
11. Develops, audits and maintains accurate and up-to-date case files and computerized data collection/ reports
12. Provides case management and crisis intervention to all residents.
13. Fills in as needed in the absence of any regular case manager. ( someday shifts)
14. Provides direct services to residents within Emergency Housing and URMC who are in need of diversion services.
15. Ensure accurate documentation in HMIS
16. Responsible for staffing decisions, performance management, career development and compensation recommendations for direct staff.
17. Perform other duties as requested.

**Job Description for: Residence Program Supervisor**

**RELEVANT BACKGROUND**

**Experience and Education Qualifications**

- Associates degree in Social Work, Psychology or Human Service related field.
- Two (2) to three (3) years experience in case management/counseling.
- Minimum of 1 year in program supervision/team leader role and experience working with mentally ill, MICA, Domestic Violence and substance abuse populations.

**Core Competencies**

- Teamwork
- Accountability
- Mission Focus
- Diversity/Diverse Perspectives
- Commitment to Excellence
- Flexibility/Adaptability

**Domain Competencies**

- Managing Performance & Developing Others
- Team Leadership
- Attention to Communication
- Concern for Quality
- Knowledge & Experience in the Field
- Strategic Attitude & Managing Change

**Knowledge, Skills and Abilities**

- Knowledge of Excel and Microsoft office.

**Additional Requirements**

- Must possess a valid NYS DL and have access to a reliable vehicle.

**TERMS OF EMPLOYMENT**

**WORK ENVIRONMENT**

Usual social services office working conditions prevail. Must be available to work 37.5 hours per week and the work hours may include evenings or weekends.

**PHYSICAL DEMANDS:** See Attached List

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Employee Acknowledgement

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Date

**JOB STANDARDS**

- 1. Serve as residence team leader and provide program supervision.**
  - a. Oversee day-to-day operations of the residence program.
  - b. Provide direction and crisis intervention to residence staff.
  - c. Trouble shoots concerns with short term housing team and team leader.
  - d. Recognizes contributions and thanks staff good work.
  
- 2. Supervise direct reports, related support staff and volunteers.**
  - a. Schedule and manage volunteers as needed.
  - b. Complete accurate time sheets on time.
  - c. Routine supervision of staff is scheduled at least bi-weekly and meeting notes will be maintained in Employee Appraiser files.
  - d. Trains and supervises direct reports in implementation of annual work plans, budgets, and new program plans.
  - e. Performance reviews are completed and submitted on time for all directly supervised staff in accordance with procedures outlined in the Supervisors' Manual.
  - f. All negative performance issues are addressed in a timely manner and thoroughly documented, in accordance with procedures outlined in the Supervisors' Manual.
  - g. Will recognize positive contributions to the programs and teams.
  
- 3. Develop and maintain accurate and up-to-date case files and computerized data collection/reports.**
  - a. Submit accurate data on participants' progress to Director and other service providers.
  - b. Monitor 25% of residence case files on a monthly basis.
  - c. Monitor accomplishment of goals on a quarterly basis.
  
- 4. Serve as lead staff to residents' advisory council; organize and conduct monthly residents' meeting; supervise floor captains.**
  - a. Work with council to discuss issues of community life.
  - b. Develop agenda and facilitate monthly residents' meetings.
  - c. Meet quarterly with floor captains and as needed.
  - d. Solicit input from residents on programming.
  - e. Apply team approach to address issues.
  
- 5. Prepare monthly and quarterly statistical reports for Residence Program and review all department reports.**
  - a. Review all monthly and quarterly department reports.
  - b. Prepare accurate monthly and quarterly reports and submit to the Residence Director by the 5<sup>th</sup> of each month.
  
- 6. Provide input on IT, Marketing, Strategic and Budget Plans.**
  - a. Meet with Directors to create budgets, contribute ideas to the strategic plan, champion initiatives
  - b. Serve as an information liaison between direct service teams and Directors.
  
- 7. Provide case management and crisis intervention services to a residents in the absence of a case manager**
  - a. Provide individual counseling and advocacy as needed.
  - b. Coordinate services with other internal programs or outside providers.

**Job Description for: Residence Program Supervisor**

- c. Discuss onsite activities with residents and encourage attendance.
- 8. Advocate for clients within and outside the YWCA**
  - a. Complete assessment and document case notes.
  - b. Record information in participant's file.
  - c. Monitor case information internally and follow-up with other agencies.
  - d. Develop liaison with community agencies.
- 9. Provide input on personal development, social/recreational programming and facilitate activities and groups as needed.**
  - a. Meet on a monthly basis with residence staff to discuss and analyze current and future needs and programming.
  - b. Develop curriculum and facilitate support groups if needed.
- 10. Serve as liaison between clients and partner agencies.**
  - a. Serve on the Rapid Re-housing committee, Homeless Services Network, Domestic Violence Consortium and other relative committees in the community.
  - b. Maintain ongoing communications with collaborative partners
  - c. Develop partnerships and Memorandums of understandings with service providers.
- 11. Demonstrates understanding of and sensitivity to cultural differences.**
  - a. Creates an inclusive work climate where diversity is valued and everyone's potential is realized.
- 12. Demonstrates and monitors compliance with all appropriate HIPAA Privacy and Security standards as defined by the YWCA of Rochester and Monroe County.**
  - a. Complies with all Privacy and Security standards.
  - b. Monitors compliance and notifies immediate supervisor and Privacy Officer of any privacy or security violations immediately upon discovery.
  - c. Enforces compliance, including corrective actions as determined by the Privacy Officer and HR Department.
- 13. Attend YWCA staff and community meetings as required.**
  - a. Attend a minimum of 80% of staff meetings annually.
  - b. Attend YWCA special events.
  - c. Attend community meetings and training as required.
- 14. Perform other duties as requested.**

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**Employee Acknowledgement**

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**Date**