YWCA OF ROCHESTER AND MONROE COUNTY

**JOB DESCRIPTION**

**POSITION:** Case Manager - Long-Term & Affordable Housing

**DEPARTMENT:**  Residential

**DIVISION:** Housing

**REPORTS TO:** Residence Program Supervisor, Long Term

**FLSA STATUS:** Non-Exempt

**PURPOSE**

Provide case management and case coordination to women and families in Long Term and Affordable Housing.

**Job Duties**

1. Document participants’ activities, goals, and progress toward individual goal plans.
2. Coordinate screening and transitional support for women or families moving from YWCA programs to other housing options.
3. Communicate and case conference regularly with supervisor.
4. Link women and families to appropriate services and activities within and outside the YWCA, including employment and training services, legal assistance, substance abuse programs, mental health, schools and other appropriate services. Serve as liaison between YWCA and other social agencies and community resources.
5. Maintain accurate up-to-date records, and reports. Monitor and follow up on residents' progress towards meeting goals.

Assist women and families in recertifying for eligible housing

1. Case conference with property rental manager, providers, and other YWCA staff.
2. Coordinate transportation for Affordable Housing tenants to attend activities at the YWCA. Serve as key contact for program activity integrations for off-site residents.
3. Coordinate activities for children and parenting education programs for tenants in Affordable Housing.
4. Facilitate Window Between Worlds workshops
5. Participate in community workgroups as it relates to the Continuum of Care and coordinated access
6. Demonstrates understanding of and sensitivity to cultural differences and trauma informed care.
7. Demonstrates compliance with all appropriate HIPAA Privacy and Security Standards as defined by the YWCA of Rochester and Monroe County.
8. Facilitate quarterly residents’ meetings at YWCA Affordable Housing sites.
9. Attend monthly department and all staff meeting.
10. Perform other duties as requested.

**RELEVANT BACKGROUND**

**Experience and Education Qualifications**

* Bachelors Degree preferred in Counseling, Human Services, Sociology or Social Work. May consider Associates Degree with good combination of education and experience with at least 2 years in case management, crisis intervention or counseling.
* Must have experience and proficiency in database management and Microsoft Office applications.

**Core Competencies**

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

**Functional Competencies**

* Builds Strong Client Relationships
* Builds Collaborative Networks
* Crisis/Conflict Resolution
* Listening/Understanding & Responding
* Concern for Order & Quality
* Manages Oneself & Practices Wellness

**Knowledge, Skills and Abilities**

* Knowledge and experience with community services
* Bilingual in Spanish is preferred

**Additional Requirements**

* A valid and clean NYS driver’s license is required. Must have a reliable vehicle and be willing to transport program participants.

**TERMS OF EMPLOYMENT**

This is a grant position which may not exist beyond the duration of the grant period or any subsequent renewal of it. When the grant or any subsequent renewal ends, grant employees will be terminated and their positions will cease to exist. There is also no guarantee of continued employment for the duration of the grant.

A grant-funded employee may apply for and be considered for employment in another regular position in the same manner as any other applicant. If hired into a regular position, the employee’s salary from the grant position does not necessarily follow the employee into the new regular position.

**WORK ENVIRONMENT**

Usual human services office working conditions prevail. Must be willing to travel unaccompanied to areas where the population served lives. Must be available to work 37.5 hours per week and the work hours may include evenings or weekends.

Usual social services office working conditions prevail.

Employee Acknowledgment Date