

Job Announcement

Position: Shelter Case Manager

Classification: Full-time, Salary

Reports to: Shelter and Housing Program Director

Compensation: \$30,000 – \$38,000

About YWCA South Hampton Roads

The YWCA is the oldest and largest multicultural women's organization in the world and is the preeminent provider of services for victims of domestic and sexual violence in the country. As an affiliate of the YWCA U.S.A., the YWCA South Hampton Roads works locally to implement the mission of the YWCA: *Eliminating Racism and Empowering Women*. Since 1911, the YWCA South Hampton Roads has served as a source of strength for over a quarter million women and children in the Hampton Roads community.

The organization serves approximately 7,000 individuals each year through five hallmark programs, including our: 1) Domestic Violence Emergency Shelter and Housing Program; 2) Sexual Assault Support Services and Counseling Center; 3) Out-of-School Time Services; 4) Respite Care; and 5) Coordinated Crisis Response Program. Learn more at www.ywca-shr.org.

JOB SUMMARY: Under general supervision of the Emergency Services & Shelter Program Director, the Shelter Case Manager is responsible for meeting with all shelter guests to conduct an initial assessment of need, presenting shelter guests for housing vacancies, and maintaining a caseload to support and coordinate services for shelter guests to exit the program to safe, permanent housing. The Shelter Case Manager is responsible for working collaboratively with the Housing Case Manager, Housing Specialist, Emergency Shelter staff, local social service partners, and landlords.

CORE VALUES: The Shelter Case Manager is expected to model the YWCA- SHR Core Values:

- **Compassion**
- **Honesty**
- **Integrity**
- **Ownership**
- **Responsibility**
- **Empowerment**

EDUCATION AND EXPERIENCE

- Undergraduate degree in Social Work, Psychology or related Human Services field or 8 years of experience within the human services field required.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS AND ABILITIES)

- One (1) year experience working in the human services field required.
- Two (2) or more years' experience with working with victims of interpersonal violence preferred.
- Excellent organizational and interpersonal skills.
- Demonstrate the ability to maintain a calm and supportive demeanor at all times.
- The ability to work independently and manage multiple priorities and response to participants in a professional and reassuring manner.
- Demonstrate the ability to function as part of a team with co-workers.
- Demonstrate the ability to work well with people of various ethnic, racial and socio-economic backgrounds.
- Experience working with person with disabilities, mental health concerns and chronic homelessness.
- Core competencies expected: strong written and oral communication skills, organizational understanding, initiative, collaboration and social justice advocacy.
- Must be a self-starter with the ability to operate with purpose, urgency and accuracy, both independently and as part of a team in a results-oriented environment with stringent deadlines.
- Non-judgmental attitude, sensitive to confidential information.
- Participates in fund-raising and development activities that support the overall organization.
- Professional and caring attitude, reflecting the philosophy of the YWCA SHR.
- Must complete the training program of the YWCA SHR.
- Must have excellent driving record and have a valid driver's license; certificate of insurance from an insurance carrier licensed in the State of Virginia.
- Travel is required and access to reliable transportation is essential.
- Requires willingness to work and travel alone.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Advocate on behalf of program participants in order to help them move forward out of homelessness including attendance of the Norfolk Continuum of Care's Service Coordination.
- Work with guests currently in shelter to develop appropriate exit plans.

- Complete needs assessment process in order to achieve rapid and appropriate shelter exit.
- Complete thorough assessments in order to identify strengths, needs barriers, and goals.
- Maintain a case load of 10 – 15 households and participate in the creation and/or implementation of service plans.
- Maintain appropriate client records in accordance with policy and procedures.
- Work with outside providers to educate community about shelter services and appropriate/inappropriate referrals.
- Create and accept internal and external referrals for resources and services and maintain communication with providers.
- Collaborate with support staff to mutually inform teams on current guest issues and/or needs.
- Assist shelter guests with housing applications and search (when applicable) and refer to Housing Specialist if appropriate.
- Attend staff meetings, shelter case management meetings, and scheduled in-service trainings as assigned.
- Collect and maintain data-based statistical information; maintain accurate case records and submit written service outcome reports as needed
- Provide support to deescalate and facilitate crisis intervention.
Demonstrate a high degree of confidentiality pertaining to case records and information.
Perform other duties as assigned.

Metrics that this position will be evaluated on:

- Meet with 90% of all shelter clients to complete needs assessments within 72 hours
- Conduct a half-hour weekly check-in on 90% of clients assigned on case load
- Provide quality case management as evidenced by 60% of clients on assigned case load exit shelter under a positive outcome

SUPERVISORY RESPONSIBILITIES: This position may manage Volunteers and Interns.

WORKING CONDITIONS: The position typically works five days per week, Monday through Friday 9 am to 5pm with one late day required. A late day is defined as two additional hours added to normal working hours to accommodate client needs.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear,

handle or feel objects and controls. While performing the duties of this job, the employee is required to: Frequently walk, use hands to finger, handle or feel objects, tools, or controls, and talks or hears. Often required to stand and sit; reach with hands and arms; and stoop, kneel, crouch, bend, squat or crawl. Ability to lift and carry up to 45-50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is moderately loud. Physical capability to effectively use and operate various items of office related equipment, such as but not limited to, a personal computer, calculator, copier, and fax machine.

EQUAL OPPORTUNITY EMPLOYER

Qualified candidates should submit a cover letter, resume, and three confidential references by **May 14, 2019 at 5:00 p.m.** to jobs@ywca-shr.org. Please insert "Shelter Case Manager" in email subject line.