

**POSITION: CLIENT SERVICES SPECIALIST/EMERGENCY  
HOUSING PAY GRADE: 4**

**Scope:**

Identifies, establishes and maintains a network of community resources, partnerships, and activities that will support a comprehensive case management service for all YWCA of Richmond families: children and adults; community and residential. Provides assessment and resource/referral services targeting each individual's unique needs, and assists clients in developing practical service plans and goals.

**DUTIES:**

ESSENTIAL FUNCTIONS: (Essential functions may include, but are not limited to the functions listed below.)

1. Identifies and develops implementation plans for services most needed by YWCA of Richmond clients, individuals and family matters, due to: domestic and/or sexual violence issues; homelessness; finances; employment; food; clothing; housing; child and/or adult physical and mental health issues; child education support; child health and mental health; childhood general development – education, needs and supportive services. (20%)
2. Assist clients in learning everyday life skills as well as provides ongoing communication, for employees and clients, as to the protocols and services available. (5%)
3. Interviews, assesses, and assists clients in developing realistic and appropriate case plans, to include clear steps and timelines; assists with accessing services from other agencies through information, referral, advocacy and accompaniment; refers clients to community resources and other organizations; reviews case plans and reports progress at staff meetings. (35%)
4. Conduct follow up calls to individuals who have accessed employment navigation support, to assess for progress or if any additional support is needed. Provide these updates to the Workforce Navigator. Support the Workforce Navigator with the Ticket to Work referrals for individuals who are in the EHP (10%)
5. Provides written documentation in client files and communication logs as appropriate; maintains complete and accurate demographic logs and other statistical support data; assists in preparation of monthly and quarterly statistical reports. (10%)
6. Supports training and oversight of student interns and new volunteers on residential therapeutic milieu, hotline, advocacy and case planning services. (5%)
7. Networks with other community agencies and service providers; represents the YWCA through participation in public speaking engagements, workshops and trainings. (15%)
8. Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities, other than interns and volunteers as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

A minimum of a Bachelor's degree (B. A.) from four-year college or university; or 3-4 years related experience and/or training; or equivalent combination of education and experience; Bilingual Preferred.

**EXPECTATIONS OF POSTION:**

- Provide ongoing support to survivors in the Emergency Housing Program (EHP); shelter apartments and hotels.
- Ensure EHP families have their overall needs met and provide support as needed.

- Provide consistent, trauma-formed follow-up and communication with EHP individuals and families.
- Ensure appropriate emergency housing items are stocked, inventoried, and provided to clients, as needed (i.e. food, toiletry items, staple items etc.).
- Facilitate weekly wellness and apartment checks to ensure the safety and needs of the clients are met.
- Provide EHP updates to the DV/SV, CRS Team, and appropriate updates to the emergency housing facilities managers.
- Be available to respond to crisis situations as it relates to EHP clients and facility issues.
- Coordinate transportation and transition of individuals and families in the EHP program.
- Work with the facilities manager to ensure apartments are maintained appropriate (i.e. monitor and report any damages immediately to the facilities manager)

Hiring consideration will be given to candidates who possess any or all of the following experience: working with and creating successful partnerships; Domestic and/or Sexual Violence; Early Childhood Development, disabilities and special populations; Strong organization skills; 4-Way Learner; Communicator; Team Player, willing to communicate and open to communicating; Creative, Flexible, and Approachable)

**Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.