

**Position:** Client Services Specialist-Rapid Rehousing/Team Lead I **(MANAGEMENT)**

**Department:** Sexual and Domestic Violence Services

**Reports To:** Senior Director of Domestic and Sexual Violence Services

**Prepared:** January 2021

**SCOPE:** Provides leadership and guidance to the Community Case Management Team and interns regarding program process, goals, needs, etc. To ensure best trauma-informed and client-centered methods of practice are used to deliver case management services to survivors. Identifies, establishes, and maintains a network of community resources, partnerships, and activities that will support a comprehensive case management service for YWCA Richmond families fleeing violence.

**DUTIES:**

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

**Leadership Duties:**

- Provide leadership and guidance in the day-to-day operations of the Case Management Team to include, housing/rapid rehousing, community case management, court advocacy, and workforce navigation.
- Assist with hiring and orientation of new staff, interns, and volunteers.
- Attend regular supervision meetings with the Senior Director of Domestic and Sexual Violence Services.
- Provide leadership and support in program meetings to include, leadership, administrative, internship meetings, etc.
- Serve on (3-4) committees pertaining to domestic and sexual violence or other related mission driven initiatives.
- Responsible for ensuring monthly/annual reporting needs are met for grant funders, in addition to assisting with grants submissions when necessary.
- Assist the Senior Director of Domestic and Sexual Violence Services with improving program procedures and processes.

**(FULL-TIME) PAY GRADE: 5**

- Represents the YWCA's interest in community networks, collaborations, and partnerships that enhance services for survivors.

### **Case Management Duties:**

- Locate, cultivate, and maintain partnerships with property managers, private landlords, and other housing entities to assist with securing permanent housing for survivors and their families.
- Assist clients with permanent housing needs to include providing housing assessment; determining housing barriers and approach; completing all appropriate processes and procedures within housing and funding guidelines; maintaining appropriate communication between all stakeholders; and providing required follow-up.
- Responsible for all housing/rapid rehousing program requirements to include submission of approval letters, invoices, management of funds, re-certifications, housing walk-throughs, etc.
- 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.
- 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.

### **OTHER FUNCTIONS:**

Perform other duties as assigned and needed for the effective and efficient operation of the organization.

This is a pay grade 5/6 position with a Team I or Team Lead II job level opportunity, determined by necessary qualifications

### **SUPERVISION:**

This position is required to provide supervision for the Community Case Management Team and programs in addition to case management intern/practicum student(s).

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education:**

- Bachelor's Degree required or Master's Degree (preferred) in social work, psychology, or related human services field.

**(FULL-TIME) PAY GRADE: 5**

- Knowledgeable and/or experience working in a trauma informed care model of service provision.
- Certifications and/or completed trainings professionally related
- Bilingual capacity preferred.

**Experience/Skills:**

-The essential relationships needed for success in this position are: YWCA staff and management, Board members and other volunteers, clients, other community service agencies and community at large.

- At least one year of experience supervising a human services program; this includes researching best-practices, program evaluation, and supervising human service program employees.
- At least one year of experience providing training to human service staff field, or mandatory participation in sexual and domestic violence training opportunities.
- At least two years of direct practice case management experience working with an at-risk/disadvantaged population.
- History of work with sexual and/or domestic violence survivors, or completion of state mandated training for working with sexual and/or domestic violence survivors.
- Energetic with a strong display of leadership and problem-solving skills.
- Proven experience partnering and building collaborations with public and nonprofit entities.
- Understanding of program evaluation methods and ability to guide outcome measurements.
- Excellent oral and written communication skills.
- Proven ability to handle crisis situations with appropriate leadership and calm demeanor.
- Ability to be flexible and work effectively individually and collaboratively.
- Successful completion of criminal background and credit checks.

**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.

Last Updated: 1/29/2021