(FULL-TIME) PAY GRADE: 4

POSITION: CLIENT SERVICES SPECIALIST/COMMUNITY (CM) I/II/III- BILINGUAL (SPANISH)

Department: Domestic and Sexual Violence Services

Reports To: Client Services Specialist/Housing, Team Lead I

Prepared: April 2021

SCOPE: Provide trauma-informed care and support to individuals and families. Identify, establish, and maintain a network of community resources, partnerships, and activities that will support comprehensive case management and rapid re-housing services for individuals and families. Provide assessments, resources, and referral services targeting everyone’s unique needs and assist clients in developing practical service plans and goals, to help individuals and families reestablish themselves.

DUTIES:
ESSENTIAL FUNCTIONS:

• Interview, assess, and assist individuals and families in developing realistic and appropriate safety and stabilization plans that include clear steps and timelines; assist with accessing services from other agencies through information, referral, advocacy, and accompaniment; refers clients to community resources and other organizations as needed. Assess and triage to determine eligibility for community and emergency housing survivors; utilize diversion skills to assist clients with identifying alternative options due to recognized barriers.

• Provide assistance with identifying and supporting immediate needs for individuals and families to include food, clothing, transportation, physical and/or mental health issues, housing, finances, employment, etc.

• Facilitate and assist with rapid re-housing coordination to include communication with clients, property managers/landlords, the completion of appropriate documentation, and rapid re-housing processes.

• Participate with a multi-disciplinary team to effectively meet the needs of clients, when necessary. Attend weekly team meetings, trainings, supervision, and mandatory agency meetings.
(FULL-TIME) PAY GRADE: 4

- Complete required documentation and monthly reports regarding client cases and ensure collection of outcome related data is maintained accurately and in alignment with the schedule for reporting to funders.

- Provide crisis intervention during business and after hours for survivors to include walk-ins and on-call support to the hotline.

- Serve on (2-3) committees pertaining to or focused on domestic and sexual violence, supporting Hispanic Survivors, and/or other related mission driven initiatives.

- Supports training and oversight of student interns and new volunteers.

**Other Functions:**
- Perform other duties as assigned and needed for the effective and efficient operation of the organization.

- This is a pay grade can be 4/5/6 position with a CM I, CM II, or CM III job level opportunity, determined by necessary qualifications.

**Supervision:**
- 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:**
- Bachelor’s degree (B.A.) strongly preferred
- Knowledgeable and/or experience working in a trauma informed care model of service provision.
- 1-3 certifications and/or field related trainings
- Bilingual capacity required

**Experience/Skills:**
- Minimum 2-3 years’ experience in case management or related human service field
(FULL-TIME) PAY GRADE: 4

- Must have excellent communication skills: using appropriate language (verbal and written)
- Fluency in Spanish and bicultural skills and experience
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; as well as provide effective response while in a demanding situation
- Ability to maintain personal and professional boundaries with clients and represent the interests of the YWCA, its staff and programs.
- Ability to be flexible and work effectively as an individual and collaboratively with others.
- At least one year of experience working with survivors of domestic and sexual violence preferred. Must be able to articulate and demonstrate a clear understanding of domestic and sexual violence, dynamics and intervention.
- Energetic with a strong display of leadership and problem-solving skills.
- Successful completion of criminal background and credit checks
- 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
- Strong organizational skills and experience managing multiple projects
- Ability to remain patient, calm, and professional when working in crisis situations, and work and make decisions independently and as a member of a team
- Availability to work some evening, weekend, and holiday hours in support of On-Call systems.

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.

*Updated As Of:* 1/03/2022