

POSITION: CLIENT SERVICES SPECIALIST/EMERGENCY HOUSING (CM) I/II/III

Department: Domestic and Sexual Violence Services

Reports To: Emergency Housing Program Manager

Scope:

Provide trauma-informed active case management and support to individuals and families who have experienced domestic and sexual violence and are seeking emergency housing services and crisis support. Provide empathetic and survivor-centered support. Identify, establish, and maintain a network of community resources, partnerships, and activities that will support comprehensive case management services for individuals and families within the emergency housing program. 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:

- Conduct thorough assessments and assist individuals and families of domestic and sexual violence in developing a comprehensive and realistic stabilization plan that include clear steps and timelines; assist with addressing immediate needs/concerns, accessing services from other agencies through information, referral, advocacy, and accompaniment; refers clients to community resources and other organizations as needed.
- Collaborate with clients to create personalized safety plans and support them in their well-being during their stay and after leaving the emergency housing program. Outline steps towards stability and independence to include various housing options.
- Maintain ongoing communication and assistance to support the needs and progress of individualized and family plans to include help with food, clothing, transportation, physical and/or mental health issues, finances, employment, etc.
- Conduct regular weekly in-person visits to emergency housing sites.

(FULL-TIME) PAY G GRADE: 4

- Encourage survivors to actively participate in decision-making, fostering a sense of control, self-efficacy, and self-advocacy that assists survivors regaining control over their lives.
- Ensure individuals and families understand the emergency housing program policies and procedures and appropriately assist with transitions in and out of the program.
- Participate with a multi-disciplinary team to effectively meet the needs of clients, when necessary. Attend weekly team meetings, training, supervision, and mandatory agency meetings.
- Complete regular client 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 emergency housing survivors. Provide shelter on-call support to the hotline.
- Serve on (2-3) committees pertaining to domestic and sexual violence 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 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.

(FULL-TIME) PAY G GRADE: 4

Education:

- Bachelor's degree (B.A.) 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 preferred

Experience/Skills:

- Minimum 1-3 years' experience in case management or related human service field
- 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.
- Energetic with a strong display of leadership and problem-solving skills.
- Excellent oral and written communication 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

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: 02/15/2024