

Job Title: Community Housing Specialist			
Work Location: 6 th N. 5 th Street Richmond, VA 23219			
Department: DVSA			
Reports To: Community Housing Program Manager			
Work Environment: Traditional Office Environment			
Physical Demands: Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards.			
Pay Grade: 4			
Work Hours	Classification	Staff Supervision	Travel Required
<input checked="" type="checkbox"/> Full Time	<input checked="" type="checkbox"/> Exempt	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes 5-10 %
<input type="checkbox"/> Part Time	<input type="checkbox"/> Non-Exempt	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No

Position Summary:

The Community Housing Specialist provides advanced, trauma-informed direct services to survivors of domestic and sexual violence, with a focus on housing stabilization, safety planning, rapid re-housing support, and economic stability through workforce navigation and financial literacy support. This position handles complex cases, provides housing navigation, and supports program operations through strong documentation, collaboration, and adherence to housing and grant guidelines.

This role is not a supervisory or management position but serves as a direct service practitioner supporting the effectiveness, quality, and holistic impact of the housing program.

Role & Responsibilities:

Direct Service & Client Support:

Case Management & Housing Support

- Conduct intake interviews, safety assessments, and stabilization planning for survivors and their families.
- Determine eligibility for community housing programs and utilize diversion strategies when appropriate.
- Assist clients with accessing food, transportation, childcare, employment, healthcare, income support, and financial resources.
- Provide housing case management including needs assessments, addressing housing barriers, completing required processes, and providing follow-up support.
- Cultivate relationships with landlords and housing providers to increase survivor access to safe, stable housing.

- Maintain current knowledge of community housing resources, local funding streams, and emerging opportunities.
- Provide logistical housing support, including move-in coordination, payment processing, supply orders, and inspections.

Workforce Navigation & Financial Literacy Support:

- Support clients in identifying employment and income goals that align with their safety, healing, and stability needs.
- Provide individualized workforce navigation support, including helping clients explore employment options, training opportunities, and career pathways that support long-term stability.
- Assist clients with resume development, job applications, interview preparation, and connection to employment readiness resources, as appropriate to their goals and readiness.
- Connect clients to financial literacy resources such as budgeting, credit repair, banking access, and debt management through trusted community partners.
- Coordinate financial literacy workshops or workforce readiness sessions led by external community partners.
- Ensure all workforce and financial support is survivor-led, voluntary, and trauma-informed.

Crisis Response:

- Provide crisis intervention during business hours and participate in the after-hours hotline/on-call rotation as needed.
- Assist walk-in survivors and collaborate with crisis response staff to ensure seamless referral and advocacy.

Community Partnerships:

- Serve as a point of contact for property managers, landlords, and community housing partners.
- Build and maintain relationships with workforce development agencies, job training providers, financial institutions, and community-based financial literacy programs.

- Participate in community committees or workgroups (1–2) related to housing, workforce development, or survivor services.
- Attend multidisciplinary meetings to strengthen coordinated responses for survivors.

Reporting & Data Support & Documentation:

- Prepare accurate service documentation, housing files, and compliance records.
- Support the Community Housing Program Manager with data entry, reporting needs, outcomes tracking, and grant documentation.
- Assist with tracking workforce and financial literacy referrals, participation, and outcomes as required by funders or internal reporting.
- Ensure all records meet confidentiality, documentation, and evaluation standards.
- Complete case files, service plans, required housing documentation, and timely data entry.

Other Duties

- Perform additional responsibilities as assigned to support effective departmental operations.

Education & Experience:

- Minimum 2-4 years in case management, housing navigation, human services, or a related field.
- Bachelor's degree preferred.

Preferred Qualifications:

- Training or certifications in trauma-informed care, crisis response, social work, domestic/sexual violence, workforce development, or financial education preferred.
- Bilingual capacity is preferred.
- Experience supporting complex cases, service coordination, or workforce/financial resource navigation is beneficial.

Required Knowledge and Skills:

- Strong written and verbal communication skills.

- Ability to remain calm, professional, and empathetic in crisis situations.
- Strong organizational, documentation, and time management skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Demonstrated trauma-informed practice and strong advocacy skills.
- Ability to discuss employment and financial topics in a supportive, non-judgmental manner.
- Effective problem-solving and judgment in complex situations.
- Must pass required criminal background and CPS checks.
- Availability for occasional evenings, weekends, and holiday hours in support of the on-call system.

Staff understand the critical role volunteers play in achieving YWCA Richmond's mission and provide volunteers with appropriate support, respect, and communication.

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.

The YWCA Richmond provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Employee Name Printed

Employee Signature

Date

Manager Signature

Date