

Job Title: Transitional Housing Case Manager			
Work Location: 6 N. 5 th Street Richmond, VA 23219			
Department: DVSA			
Reports To: Housing Services Director			
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 Range: \$48K-\$55K			
Work Hours ☒ Full Time ☐ Part Time	Classification ☒ Exempt ☐ Non-Exempt	Staff Supervision ☐ Yes ☒ No	Travel Required ☐ Yes ☒ No

Position Summary:

The Transitional Housing Case Manager provides comprehensive, trauma-informed, and survivor-centered case management services to individuals and families participating in the YWCA Transitional Housing Program for survivors of domestic and sexual violence.

This position is responsible for supporting survivors in achieving housing stability, safety, and long-term self-sufficiency through individualized service planning, advocacy, resource navigation, and coordinated support services. The Case Manager works collaboratively with internal programs and community partners to ensure participants receive holistic services that address housing, safety, economic stability, and overall well-being.

Role & Responsibilities:

Case Management and Housing Stabilization

- Provide individualized, survivor-centered case management services to participants in the transitional housing program.
- Conduct intake assessments, housing needs assessments, and ongoing case reviews.
- Develop and implement individualized service plans focused on housing stability, safety, and long-term goals.
- Support participants in securing and maintaining safe, stable, and permanent housing.
- Assist participants in addressing barriers to housing, including income, employment, legal issues, and access to services.

Safety Planning and Survivor Support

- Conduct ongoing safety planning in collaboration with survivors to address risks related to domestic and sexual violence.
- Provide trauma-informed support that promotes empowerment, choice, and self-determination.

- Respond appropriately to crisis situations and coordinate with crisis services when needed.
- Maintain awareness of dynamics of domestic violence, trauma responses, and barriers to leaving or sustaining safe housing.

Resource Navigation and Advocacy

- Connect participants to community resources including housing assistance, employment services, healthcare, counseling, legal advocacy, and financial support.
- Advocate on behalf of participants with landlords, service providers, government agencies, and community partners.
- Assist participants in navigating systems such as public benefits, housing authorities, and workforce development programs.
- Maintain knowledge of local housing resources and survivor support services.

Goal Planning and Progress Monitoring

- Develop measurable, individualized goals (SMART goals) with participants and regularly monitor progress.
- Support participants in building skills related to budgeting, employment readiness, tenancy stability, and independent living.
- Conduct regular case reviews and adjust service plans based on participant needs and progress.
- Document all case activities, progress updates, and outcomes in a timely and accurate manner.

Collaboration and Coordination

- Collaborate with YWCA departments to ensure coordinated service delivery.
- Participate in case conferences, staff meetings, and interdisciplinary team discussions.
- Communicate participant needs, barriers, and progress with relevant internal partners.
- Coordinate services with external housing providers and community agencies.

Data, Documentation, and Compliance

- Maintain accurate, timely, and confidential case documentation in accordance with YWCA policies and funding requirements.
- Ensure compliance with grant requirements, housing program standards, and confidentiality laws.
- Enter required data into YWCA databases and tracking systems.
- Support reporting, audits, and program evaluation activities as needed.

Program Support and Professional Responsibilities

- Participate in ongoing training and professional development related to domestic violence, housing services, trauma-informed care, and case management best practices.

- Contribute to continuous quality improvement efforts within the Housing Services Department.
- Maintain professional boundaries, ethical standards, and survivor-centered practice always.
- Support program operations and special initiatives as assigned.

Supervisory Responsibilities

This position does not have formal supervisory responsibilities but may provide guidance or mentorship to interns, volunteers, or new staff as assigned.

Qualifications

Education

- Bachelor's degree in Social Work, Human Services, Psychology, Counseling, Public Health, Criminal Justice, or a related required.
- Master's degree preferred.

Experience

- Minimum of two (2) years of experience in case management, housing services, victim services, domestic violence services, homeless services, or related human services field.
- Experience working with survivors of domestic violence, sexual violence, stalking, or human trafficking strongly preferred.
- Experience in housing stabilization, rapid re-housing, or transitional housing programs preferred.
- Experience working with vulnerable or marginalized populations required.

Knowledge, Skills, and Abilities

- Strong commitment to trauma-informed, survivor-centered, and culturally responsive practices.
- Knowledge of domestic violence dynamics, safety planning, and crisis intervention principles.
- Strong case management, organizational, and problem-solving skills.
- Ability to build trusting, supportive relationships with program participants.
- Strong advocacy and resource navigation skills.
- Excellent written and verbal communication skills.
- Ability to manage multiple cases and prioritize workload effectively.
- Proficiency with data systems, documentation standards, and Microsoft Office.
- Ability to work collaboratively in a multidisciplinary team environment.

Additional Requirements

- Successful completion of criminal background and reference checks.
- Completion of required domestic and sexual violence training upon hire.
- Valid driver's license and reliable transportation required for community-based services.

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.

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

Manager Signature

Date

Date