

Job Title:	Housing Case Manager
Reports To:	Housing Program Manager
FLSA Status:	Full-time, Nonexempt, Regular
Department:	Transitional Housing
Job Classification:	4 – Program Coordinator. \$27.30/hr starting salary; may increase up to \$36.10 over time.

SUMMARY

The Housing Case Manager provides direct, individualized support services to residents of the YWCA's Housing Program. This work is done on-site in resident units and at YWCA offices, utilizing a strengths-based and voluntary model of services. This position collaborates with Pierce County Housing Authority and other project partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists Program Manager in screening potential residents and processing program application paperwork.
- Assists clients to process appropriate application and intake paperwork for Section 8 program, lease and rental forms, and securing of resources for deposits and move-in/out fees.
- Develops individual service plan for participants; offers case management services to clients, utilizing the YWCA's philosophy of empowerment.
- Refers client to community resources, legal services, support groups, children's services and services at other organizations.
- Assists clients in establishing and achieving their self-sufficiency goals.
- Reviews service plan and performs follow-up to determine quantity and quality of service provided client and status of client's case.
- Keeps appropriate documentation of services to clients.
- Secures appropriate releases and ensures client confidentiality.
- Accesses related information such as medical, psychological, employment, education, and social history and evaluates the client's strengths, barriers, and resources.
- Refers client to applicable community resources and other organizations and advocates for their needs within the community.
- Assists clients in applying for financial assistance, food stamps, and low or no-cost health insurance, etc., per the client's wants and needs.
- Tracks referrals given to clients, and clients' follow-up on these referrals.
- Actively empowers clients to build on strengths, pursue goals, utilize resources, and develop the ability to advocate on their own behalf.
- Assists Program Manager in resolving client grievances and crisis intervention.
- Collects and enters client service data in computer system.
- Compiles information and reports.
- Maintain client files, including all appropriate forms and case notes.
- Upon request, participates in agency or community work teams including committees, task forces, or event planning.
- Actively participates in staff meetings and scheduled internal trainings.

This is a general description of the responsibilities of the position and is not inclusive of all job duties; other associated duties may be assigned. Position requires the ability to work independently. Work situations are varied and require organization and the ability to prioritize.

OTHER KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work and communicate effectively with diverse people
- Ability to manage multiple tasks at one time
- Ability to write reports
- Ability to adapt to different situations easily and without conflict
- Ability to build relationships with staff, clients and community partners
- Ability to effectively present information and respond to questions from groups of clients, customers, and the general public
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Commitment to YWCA vision, mission and values
- Ability to manage several cases at once
- Ability to compute percent's, compiles statistics, and track demographic information
- Proficient in Microsoft Office applications

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university in social work or related field; or one to three years related experience and/or training; or equivalent combination of education and experience.

OTHER QUALIFICATIONS

- Must have ability to transport self within Pierce County. If that includes driving your own vehicle, then must possess current and valid Washington State Driver's license and insurance
- Acceptable criminal history record
- Completion of required new employee training and onboarding within the first 90 days of employment

WORK ENVIRONMENT

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to talk or hear. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment varies from residential unit to unit. Office environment typical of a shared office space in noise level and accommodations.