Position: Case Manager – YWCA Housing Department (Women In Transition)
Status: Full-Time, Non-Exempt, 40 hours/week
Compensation: $40,000-$45,000 commensurate on experience
Reports to: Director of Women in Transition

Position Objectives:
Provide case management services to participants in residence at the “Women in Transition” (WIT) transitional housing program. Guide and assist participants in developing measurable steps to increase their economic independence and eliminate barriers to permanent housing.

Education and Experience:
Bachelor’s Degree in Social Work, Counseling or Psychology strongly preferred. Masters degree in Social Work, Counseling or Psychology beneficial. Practical experience in working with homeless population and in residential housing and programming for women preferred.

Duties and Responsibilities:
• Develop a person-centered case plan with each participant that highlights individual strengths and includes strategies for addressing barriers. Monitor participants in their progress toward successful completion of individual goals and objectives.
• Guide and assist participants in developing measurable objectives for the successful completion of their goals and adherence to their case plan, including but not limited to areas of employment and career development, recovery, financial literacy, affordable housing, maintenance of physical and mental health.
• Meet with participants every 1 – 2 weeks based on individual level of need. Coordinate collaborative meetings with participants and other service providers to evaluate overall progress when applicable.
• Collaborate with and advocate for community resources to secure services that will assist client in reaching goals including securing affordable permanent housing and sustainable employment and savings. Communicate regularly with other service providers to ensure coordination of services.
• Work cooperatively with WIT Director and team members to address areas of concern including behavior that impacts the communal environment and actions of participants; assist in the development and implementation of corrective measures.
• Maintain participant files including applications, assessments, progress notes, goal plans, participant communications, and correspondence in accordance with YWCA transitional housing guidelines and City of Charlotte and North Carolina Housing Finance Agency (NCHFA) documentation requirements. This includes completion of Homeless Management Information Systems (HMIS) training and data entry and management.
• Ensure that outcome objectives for the WIT program and related grants are being met. Track statistical information monthly for the purpose of documenting measurable outcomes and report them to the Director no later than the fifth business day of each month.
• Conduct crisis intervention in the residence as needed.
• When on site, implement the established emergency evacuation plan as required by the YWCA and the Charlotte-Mecklenburg Fire Department whenever necessary.
• Represent the YWCA at public and interagency meetings that share the organization’s commitment and concern for issues impacting women, children, and families who are at risk of homelessness.
• Apply the YWCA mission in all aspects of work and professional conduct, and communicate the racial justice imperative to new and existing WIT participants.
• Adhere to the strictest professional confidentiality and ethical standards in regards to clients and client information. A copy of the NASW Code of Ethics will be provided and will set the professional standard for this position.
• Assistance with room turnover when participants are exiting the program as well as room set-up for new arrivals, as needed.
• Serve as facilitator of group workshops for participants, if required, in rotation with Transitional Housing Case Managers, based on topics within own area of expertise that are relevant to needs and interests of participants. If co-facilitating, prepare presentation materials in conjunction with fellow co-facilitator, and participate in continuing training sessions.
• Assist Director with management of the inquiry process for prospective applicants; schedule and monitor intake appointments and report monthly results as needed.
• Share in conducting initial psychosocial assessments for WIT applicants and present recommendations for admission and/or referral when staffed in coordination with the Director of WIT as needed.
• Conduct campus tours for potential volunteers, guests, applicants, etc. as required.
• Standard hours are 8:00am – 5:00pm or 9:00am – 6:00pm, Monday – Friday.
• Transitional Housing is a team-driven program, requiring many hands to meet the needs of participants. It is the expectation that this position will assist the team, as needed, when duties arise beyond those listed here.
• Additional duties as required by the Supervisor.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit, and use hands. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close and distant vision.

About YWCA Central Carolinas:
YWCA Central Carolinas is a nonprofit on a mission to eliminate racism, empower women and promote peace, justice, freedom, and dignity for all. We achieve this through a variety of programs, including transitional housing for women and families facing homelessness, youth literacy programs for children from low-income households, racial justice and advocacy initiatives that educate and mobilize our community, and a co-ed fitness center that empowers our neighbors and serves as a portal into our mission.
Benefits:
- Health
- Dental
- Vision
- 403(b)
- Retirement Plan
- Paid Time Off
- Flexible Spending Accounts
- Long and Short Term Disability
- Life Insurance
- Employee Assistance Program
- Free Fitness Membership

Other:
Employment at the YWCA Central Carolinas is contingent upon a successful background check, reference check and a clear drug screen. The YWCA is a Drug Free/Alcohol Free environment. Employees are subject to random drug screening.

COVID-19 Protocols:
Full COVID-19 vaccination required and proof of the vaccine will be requested prior to work at the YWCA.