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| Housing Stabilization Case Manager POSITION SUMMARY  Explain the purpose for the position and summarize the responsibilities. |
| The **Housing Stabilization Case Manager** position is responsible for providing advocacy and case management services to homeless families residing in the Missoula Family Housing Center. Performance of duties reflects the YWCA value that all human beings will be treated with respect and dignity and approached with recognition of their individual importance. |

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| REQUIRED QUALIFICATIONS  Minimum qualifications for skills, abilities, knowledge, experience, and education. |
| * High school diploma or High School Equivalency Diploma required. * Two years of case management experience **required**. * Bachelor’s degree in human services or related field, or equivalent education/experience preferred. * Two years’ experience working with domestic violence, sexual assault, or homelessness preferred. * Must pass a background check designed to protect the interest of families served by the YWCA programs. |

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| POSITION SPECIFIC RESPONSIBILITIES |
| * ADMINISTRATIVE: * Coordinates and completes intakes with participants, including orientation and explanation of policies. * Maintains a caseload of approximately 10-15 residents, provides intensive case management to all residents * Provides 6-months of robust follow-up services to families that have exited the program * Assists participants with community resources and intensive housing search. * Advocates for participants in a cooperative manner with other agencies, law enforcement personnel, and other officials as needed. * Provides trauma-informed and survivor-focused advocacy to residents in the Family Housing Center. * Ensures that program guidelines and policies are being met by participants. * Helps foster a sense of personal strength and self-sufficiency in participants. * Facilitates resolution of crises that may arise during the shift. * Coordinates meetings between participant and Housing Advocate Network volunteers. * Alerts the Housing Program Manager, Family Housing Center Program Manager, Shelter Coordinator and others, as appropriate, to areas of concern. * Completes assessments for the Missoula Coordinated Entry System. * Generates new ideas to improve the Family Housing Center services. * Exposure to difficult situations and emotionally taxing client circumstances, including physical aggression, may be encountered. * Represents the Agency to the community and maintains positive working relationships with community partners * Provide culturally responsive, anti-oppressive services * Demonstrate a commitment to diversity, equity and inclusion; practice anti-racist service delivery and advocacy for all individuals * Develops supportive relationships with residents to enhance their ability to be self-sufficient * Conducts in-depth assessments of participants’ needs * Works with residents to develop service plans, set goals and implement strategies to meet identified goals * Assists in supporting residents with understanding the requirements of maintaining their housing * Identify housing resources and develop relationships with property owners, property management companies, and landlords to increase housing opportunities * Completes participant records and case notes in a timely manner ensuring all information is accurate and up to date; maintains confidentiality of participant information and follows protocol for maintaining files * Actively contributes to team meetings and engages in weekly supervision * Demonstrate best practices in trauma informed care, cultural competency, and case management * Ability to engage with children and offer parenting resources and support as needed * Completing and overseeing the discharge process for all families on caseload |
| GENERAL DUTIES   * **Participates in weekend on-call rotation with other team members** * Attends weekly staff meetings. * Promotes a sense of safety and security and community among participants. * Ensures participant confidentiality. * Acts as a positive role model to family housing participants and other YWCA participants. * Participates in performance appraisals as appropriate. * Adheres to YWCA policy and procedures. * Alerts the Housing Program Director, FHC Program Manager, Shelter Coordinator, and Executive Director, and others as appropriate to areas of concern such as calls to Child & Family Services, calls to 911, and/or emergency services. * Acts as a responsible team member. * Helps train new staff. * Demonstrates energy and enthusiasm for work. * Ability to sit for extended periods of time, stand, bend and lift up to twenty-five pounds as needed. * Exhibits a warm, friendly attitude toward participants, children, employees, volunteers, and general public. * Displays awareness of and ability to deal with diversity among people, including disabilities among residents. * Shows competence as an information source about the YWCA and related Missoula agencies. * Displays a neat appearance and competent manner. * Performs other related duties as assigned.   REPORTS to:  Directly accountable to the Family Housing Center Program Manager. This position, within the parameters of the YWCA policies and procedures, exercises a high level of independence in decision-making. Significant errors in judgment may endanger the health and safety of the participants and/or staff and may cause serious financial and/or legal repercussions for the YWCA.  SPECIAL CONDITIONS: Physical effort may be required to do the following: sitting, standing, walking, bending, reaching; playing with and lifting children up to 50 pounds; transporting groceries and supplies. Exposure to difficult situations, emotionally taxing client circumstances and physical aggression may be encountered. Must be able to operate basic office machines, to communicate by telephone, orally, and in writing. **On-call component as crisis situations and emergencies arise in the program.**  **WAGE:**  Starting at $20/hr. DOE  **Shifts:**  Days off: Saturday and Sunday |

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| **Signatures**  ***This section needs to be to be completed upon hire date or revision of description by the staff member, direct supervisor, and Operations Manager.*** | |
| **Staff Member:** | **Date:** |
| **Supervisor:** | **Date:** |
| **Operations Manager** | **Date:** |