



Interested Candidates should submit a cover letter and resume to jobs@ywcagp.org for consideration by November 23, 2021

Job Title	Housing Case Manager	Department	DVSC
FLSA Status	Hourly/Non-Exempt	Reports to	Shelter & Housing Manager
Classification	Full-time	Revision date	11/2021
Schedule	Monday – Friday	Hours	9AM-6PM*
Pay Range	\$20.07/hour	Benefits Eligibility	Yes

**YWCA Glendale and Pasadena is an essential services provider and is temporarily providing services remotely with partial days in office as assigned by the supervisor.*

About Us

YWCA Glendale and Pasadena is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all. YWCA Glendale and Pasadena’s purpose is to ensure the health, safety and economic empowerment of women, children, and families and to strengthen communities to prevent and break the cycle of domestic violence. We provide resources and support to survivors of domestic violence and their children and through our education and prevention efforts we empower women, girls, and families to build healthy relationships, achieve self-sufficiency, and live free from all forms of oppression. Our programs include a 24/7 Crisis Hotline, a 16-bed Domestic Violence Emergency Shelter, a Domestic Violence Community Services Center that provides case management, legal services, adult and child counseling, trauma informed childcare, and housing navigation support, a Violence Prevention Education and Outreach Program, a Girls Empowerment Program that offers after school programming, summer camp and STEAM education workshops and mentorship, and racial justice training and advocacy in collaboration with the Coalition for an Anti-Racist Glendale and other social justice organizations.

Position Summary

YWCA Glendale and Pasadena housing program seeks a full-time Housing Case Manager to provide housing placement, outreach to underserved communities from surrounding areas and individualized housing navigation and case management services to survivors of domestic violence. The Housing Case Manager will provide culturally inclusive, trauma informed programming and services, and will incorporate best practice techniques into the program. Reporting directly to the Shelter & Housing Manager, the Housing Case Manager while working closely with the DV case managers, shelter advocates and other members of the DV team to help families experiencing homelessness or at risk homeless develop housing strategies for obtaining transitional or permanent housing.

Essential Tasks

These are core functions of the job. **Additional duties may be assigned as needed.**

Case Management

- Conduct screening and intake for individuals seeking services for DV housing program.
- Provide case management services and mobile advocacy to individuals in person, over the phone or through Zoom.
- Assist individuals in securing transitional or permanent housing, housing related financial assistance (i.e., rental assistance, deposit, utility assistance, etc.) and basic needs.
- Work to effectively meet individuals' needs and resolve barriers through follow-up, advocacy, and collaboration with community service providers. Facilitate workshops related to economic empowerment, life skills and other housing program services.
- Act as a liaison between landlords, the participants, and other social services agencies.
- Work closely with funders and other community partners to advance program goals.
- Work closely with case managers, shelter advocates and other DV program team members.

Record Keeping and Reporting

- Create and maintain a file for each individual that includes all forms and paperwork required by our contract funder of the DV housing program.
- Update case notes after each significant interaction as well as updates on case management meetings with individuals.
- Actively participate in regular supervisory and team meetings.
- Assists with the completion of reports and manages database entries for HMIS and Apricot.
- Tracks all financial and gift card distributions and maintains proper documentation to prevent misuse of funds.

Other Responsibilities

- Represent YWCA in the community and conduct outreach presentations to increase services to BIPOC and other underserved communities.
- Assure that individuals are treated with respect and dignity regardless of race, ethnic background, gender, or socioeconomic background.

Desired Knowledge

- Knowledge of crisis counseling, case management, domestic violence and victim's issues as needed.
- Prior knowledge of case management preferred.
- Knowledge of domestic violence issues preferred.
- Understand and utilize principles of trauma informed care and the empowerment philosophy of advocacy.
- English required with good command of the written language.
- Work under conditions requiring flexibility and team member response to crisis.

- Knowledge of the dynamics of domestic violence or family violence, homelessness and/or homeless prevention strategies.
- Knowledge of case management techniques, landlord/tenant rights, low-income subsidized housing programs and community resources.
- Demonstrate good oral and written communication skills.
- Good organizational and record-keeping skills.
- Ability and willingness to work independently and as a part of a team.
- Knowledge of HMIS data collection and ability to maintain confidential information.
- Ability to self-supervise, maintain professionalism and personal development is desired.
- Skilled at establishing and cultivating strong relationships with peers, across different levels of the organization and externally.
- Strong organizational and time management skills with solid attention to detail.
- Client focused.
- Excellent computer skills, including knowledge of Microsoft Office preferred and ability to learn new software.
- Ability to meet the needs of culturally diverse individuals with limited English proficiency and experience working with limited English proficient individuals through interpretation and translation services.
- Experience working with communities of color and people from different cultures than your own.
- Core competencies expected: respectfulness and relationship building, commitment to quality service, team focused, collaboration, self-accountability and work standards, stress tolerance, confidentiality, integrity, ethics, trust, fostering diversity, equity and inclusion, conflict management, relationship building and respectfulness, good judgement, problem solving, and professionalism.

Minimum Qualifications

- Bachelor's degree in a social services or related field with at least one year of direct service experience working with vulnerable populations, or
- AA degree in a social services or related field with at least two years of direct service experience in counseling and case management with women, children, and men in crisis intervention and counseling setting.
- Any combination of skills and experience that demonstrates the ability to perform this job effectively.
- Experience working with trauma survivors strongly preferred.
- Experience in crisis intervention preferred.
- High degree of sensitivity to and respect for diversity and cultural issues involved in working with individual of varying ethnicities and income.
- Bilingual in Armenian and/or Spanish is a plus.
- Good judgement and exhibit responsibility and ability to take appropriate action under pressure while maintaining composure and decision-making skills.
- Flexible and adaptable.
- High energy and passion for the organization's mission.
- Available for occasional business travel; available for some meetings in the evening or on the weekends depending on needs of the program and the victims of domestic violence.
- Must be willing to provide emergency transportation to clients in shelter.
- Effectively work with others to reach common goals and objectives.
- Effectively work with people from diverse backgrounds.

- Influence others to accept ideas by using convincing arguments, creating a win-win situation and responding appropriately to key stakeholders.
- Maintain site confidentiality.
- Maintain appropriate boundaries with clients, donors, staff, board and community stakeholders in all circumstances.
- Work independently without close oversight.
- Travel throughout Los Angeles County.

Job Requirements

- Complete a LiveScan background check.
- Valid TB test within 90 days of employment.
- Completed or be willing to complete 40-Hour California State Domestic Violence Counselor Training (Training will be provided).
- Complete Mandated Reporter Training within 1 week of start date.
- Maintain orderly work environment and perform tasks in a prescribed and safe manner.
- Work independently and as a team member.
- Adapt to a fast-paced working environment with multiple deadlines.
- Maintain and improve professional skills and knowledge.
- Establish and maintain cooperative working relationships with vendors and individuals contacted during performance of job duties.
- Be flexible and receptive to suggestions, input and change.
- Operate modern office equipment, including computer, phone, fax, copier, etc.
- Understand and carry out both oral and written instructions in an independent manner.
- Communicate effectively and tactfully in both oral and written forms.
- Valid driver's license with a clean driving record, access to a vehicle and willingness to conduct mobile advocacy and off-site visits.
- Must maintain and provide the YWCA Glendale and Pasadena with proof of insurance for your vehicle.

Physical Requirements

- Work requires the ability to ascend or descend stairs, as well as the agility to move about and position self efficiently to perform physical tasks and address emergency situations.
- Position requires the ability to monitor and observe the activities of clients and children of clients within the facility.
- Routinely requires the ability to move or transport supplies or equipment weighing up to 30 pounds unassisted, while ascending or descending stairs.
- Ability to write by hand and use keyboard to perform general office functions.
- Ability to communicate by speech and hearing continuously.
- Visual acuity (close, distant, peripheral vision and the ability to adjust focus and view accurate color perception) needed for detail work, and computer use.
- Ability to sit for extended periods of time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

YWCA Glendale and Pasadena is an Equal Opportunity Employer and is committed to diversity, equity, and inclusion. *We are committed to attracting and retaining a diverse staff. YWCA Glendale and Pasadena will honor your experiences, perspectives, and unique identity. Together, our organization strives to create and maintain working and learning environments that are inclusive, equitable and welcoming. YWCA Glendale and Pasadena prohibits discrimination on the basis of age, gender, race, ethnicity, national origin, cultures, religion, immigration status, veteran status, political beliefs, sexual identity, ability/disability, and health/mental health status in all its programs and activities, not only in respect to employment practices but also in the delivery of services.*