WINGS ADVOCATE/CASE MANAGER

YWCA HELENA WINGS TRANSITIONAL HOUSING PROGRAM

MISSION

Our mission is to prevent homelessness, provide safe and supportive housing for women and children experiencing homelessness, and provide services that restore hope, self-sufficiency, and happy and healthy lives.

Together with YWCA USA and YWCAs across the country, we are dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

JOB SUMMARY

The WINGS Advocate/Case Manager works in a collaborative process to assess client needs and assist each client in successfully transitioning from homelessness to permanent housing. This position involves program and policy development in cooperation with the ED and Program Committee; budget preparation and oversight, record keeping and reporting; advocacy, communication, training of program volunteers and direct case management services that promote quality and cost-effective interventions and outcomes. The case load will be approximately 15 women in house, as well as twelve-month follow up with clients after they leave the program. Performance of duties reflects the value that all human beings will be treated with respect and dignity and approached with recognition of their individual importance.

Hours: Full Time, Monday through Friday, 12:00 pm – 8:00 pm
Salary: $14.80 - $18.09 per Hour
Paid sick time and vacation time.
Health Insurance: YWCA pays 60% of employee's premium for medical, dental, and vision.
Enrollment in YWCA Retirement Program at two years of employment.
Reports to: Executive Director
Supervises: N/A

RESPONSIBILITIES

- **Client Services**
  - Performs assessment and intake services for new Clients including orientation and review of Resident handbook and YWCA policies.
  - Develops individual goal plans based on Client input, interests and needs.
  - Provides assessment and support to Clients for personal goal setting, advocacy, linkage to appropriate resources and services, and, monitors progress towards those goals.
• Continually monitors and evaluates each Client’s progression through their goal plan, and assists in developing action revisions to the plan as needed.
• Keeps detailed records of every case, every referral, and every contact with resources on Client’s behalf.
• Maintains Client records and completes required documentation and reporting including YWCA database input.
• Empowers Clients to take responsibility for their success, acting as advocate and facilitator as opposed to rescuer.
• Communicates clear expectations to incoming clients and works with client to be accountable to these expectations
• Respects confidentiality at all times, at home, in public, in committee meetings and in consultations.
• Adheres to strict boundaries and professional ethics.
• Conducts crisis intervention as needed.

• Community Resources
  • Coordinates Client participation in programs offered by other local agencies including additional job training, educational supports, counseling, housing, medical services and others.
  • Follows up with other agencies to assure that assistance commitments have been met.
  • Works in partnership with other professionals and agencies in the community to facilitate coordination and information sharing and to ensure an integrated approach to goal planning and delivery.
  • Continually gathers and maintains information relating to all community resources.
  • Attends program-related community, coalition and committee meetings as assigned;
  • Evaluates existing groups and classes and develop new groups and classes in response to Client needs.

• Administration
  • Prepares and maintains monthly and year-end advocacy reports including but not limited to: outcomes, successes, client demographics, etc.
  • Responsible for HMIS reporting to HUD.

• Other
  • Attends All Staff Meetings, Program Staff Meetings, and weekly One-on-One Meetings with direct supervisor.
  • Coordinates monthly YWCA Board of Director’s Program Committee Meetings.
  • Other Duties as assigned.

Job Qualifications
A belief in the mission of the YWCA and positive attitude toward YWCA Clients will be the most important key to success. Attitudes, unlike skill sets, generally can’t be taught. Must believe in the shared humanity of all people, go the extra mile for someone in need, be willing to give someone the benefit of the doubt, treat each person as an individual and foster a return to independence, not greater dependence.

In addition to the above characteristics ideal candidate will possess the following qualifications:
• Experience in social service setting with working knowledge of case management systems and planning techniques.
• Keen understanding of poverty along with an understanding of trauma and how trauma presents in choices and interactions.
• Experience working with homeless individuals and families a plus.
• Proficiency in Microsoft Word and Excel;
• Must be insurable and provide own transportation for work related travel as necessary.
• Ability to work closely with individuals and families to assess, develop, implement, and monitor individual goal plans.
• Ability to work effectively with other professionals and service providers to provide an integrated approach.
• Ability to work both independently with minimal supervision as well as cooperatively as part of the YWCA team.
• Ability to organize and prioritize workload.
• Ability to intervene and respond quickly in crisis situations.
• Proven conflict resolution skills.
• Excellent interpersonal, written, verbal, and communication skills.
• Demonstrated professionalism, integrity, and ethical behavior with regard to confidentiality as well as in matters concerning coworkers.
• Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
• Ability to thoroughly document conversations and actions.
• Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
• Ability to read and interpret documents such as law enforcement reports, government or agency regulations and legal interpretations.
• Ability to write reports and business correspondence.
• Ability to speak effectively before individuals, public groups and employees of the organization.
• Bachelor’s degree in Social Work, Human Services or equivalent.
• A commitment to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

YWCA Helena is a nonprofit with a great mission, a terrific staff, and a huge heart! Apply if you want to make a difference in the lives of women and children.