**YWCA of Annapolis & Anne Arundel County**

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| Job Title: Rapid Re-Housing Case Manager | Job Code: TBD |
| Department: Residential Services | Job Grade: TBD |
| Revision Date: 8.4. 2021 | Fair Labor Standards Act (FLSA):  Non-Exempt |

**Position Overview**

Working under the supervision of the Residential Services Director, the Rapid Rehousing Case Manager is responsible for providing housing related case management, and support services for individuals and families in YWCA’s Safe Home Rapid Re-Housing (RRH) Program to assist clients in maintaining permanent housing. The Rapid Rehousing Case Manager works alongside Residential Services Case Managers and Advocates to assess clients’ housing needs, serving as the first point of contact for individuals seeking services related to intimate partner violence and sexual assault. The primary location for service delivery by the Rapid Re-Housing Case Manager is the YWCA Administrative/Community Services Building, with significant work at YWCA’s Safe House, with vital functions including searching for housing and developing relationships with property owners/landlords, case management, support of the 24-hour hotline, safety planning, community outreach, and transportation to legal/medical/court hearings.

*While many position responsibilities are outlined, it is understood that additional duties and specific directives will be provided by Director of Residential Services and Residential Services Coordinator with oversight by the Chief Executive Officer, as they pertain to the effective and efficient operation of the organization.*

**Essential Job Functions – Rapid Re-Housing Program:**

* Develops ongoing relationships with landlords and property owners/managers.
* Create and maintain consistent communication channels between multiple entities (i.e. YWCA residents, landlords, property managers, leasing agents, YWCA staff, collaborating agencies, debtors and creditors).
* Ensures ongoing communication with residents and landlords/property managers through the duration of the resident’s enrollment in YWCA RRH program, including serving as the primary contact to help advocate/mediate concerns regarding housing.
* Advocate with other agencies, landlords, and housing providers on behalf of residents.
* Apply knowledge of residential lease contracts to educate residents of their rights and responsibilities as tenants.
* Ensures residents have knowledge of their fair housing rights.
* Conducts housing unit inspections to ensure compliance with the housing habitability standards established by HUD.
* Collects and reports program data, including but not limited to Homeless Management Information System (HMIS) reporting and funder required data.
* Tracks RRH expenditures and manages RRH program budget.
* Connects with and fosters new community landlord/property manager’s relationships.
* Works in collaboration with Safe House Case Managers and Advocates to develop and maintain resources that assist residents with goals toward self-sufficiency.
* Works in collaboration with Director of Education and Education Specialist to educate YWCA safe house residents regarding YWCA’s RRH program.
* Assists Residential Services Director with RRH program development and evaluation.
* Assists Residential Services Director with renewal and new funding proposals for RRH.
* Speaks with community groups and partner organizations to educate others around the issues of domestic violence, sexual assault, human trafficking and the intersections with homelessness.
* Engages in speaking opportunities to grow partnerships/resources available through the Residential Services Department.
* Attends staff meetings and trainings as scheduled.
* Maintains confidentiality per COMAR and agency guidelines.

**Case Management Details:**

* Conducts case management sessions with residents participating in the RRH program.
* Maintains comprehensive case notes and electronic files for each client including status of formalized goals and objectives.
* Assesses housing barriers of YWCA residents to determine housing and service needs.
* Assists YWCA safe house residents and victims of domestic violence in locating and securing housing.
* Connects residents with YWCA and community partner resources.
* Assist residents with completing the YWCA’s 45-day Education Curriculum and program requirements.
* Assists in coordinating and planning agency programming for residents such as Career Building, Life Skills, Financial Literacy, Resume Writing, Anger Management, and Alcohol and Drug prevention *(This may be agency-wide.)*
* Works to build rapport and maintain appropriate boundaries with clients.
* Assists in development of and encourage adherence to a personal budget through pro-active case management sessions;
* Provide education to assist residents in establishing payment plans for bills and past debts to assist residents in obtaining and maintaining their housing.
* Work in collaboration with Education Program to assist residents in the development and refinement of empowerment plan that promotes permanent housing and self-sufficiency.
* Provide follow-up home visits to ensure program success and further progress toward self-sufficiency.
* Prepares discharge summary and information at the time of transition for each resident.

**Additional Duties:**

* Provides regular on-site shelter support and on-call availability for substitute coverage of the safe house shelter. *This is a 24-hour program and all team members must be available weekends, evenings, and holidays. A regular schedule is provided, but may be altered if warranted.*
* Responds to 24-hour hotline calls, conducts lethality assessments and completes screening for victim’s seeking emergency safe house shelter.
* Participates in regular supervision with the Residential Services Director for case management review and discussion.
* Assists with administering client surveys and implement post program follow-up for Emergency Safe House Shelter and Rapid Re-Housing program(s).
* Provides information on victimization and prevention.

**Requirements:**

* Minimum requirement: Bachelor’s degree in human services field, 3 years of experience with non-profit programs, specific experience with, case management, crisis intervention, and trauma informed care highly preferred.
* Experience working in or with Rapid Re-Housing Programming.
* Experience working in a shelter/residential setting or working with individuals experiencing homelessness.
* Experience managing budgets of $200,000+.
* Additional knowledge preferred includes training specific to victim’s services, grant research and writing skills, and experience with program development (writing curriculum, understanding metrics, establishing outcomes, and program evaluation).
* On-call availability.

**Knowledge and Skills:**

* Experience working with individuals in crisis;
* Clear, concise, and error free writing skills;
* Timeliness in completed required components of the position;
* Holds self and others accountable for quality work;
* Positive attitude and proactive (and respectfully direct) when addressing a misunderstanding;
* Ability to work independently with sound judgment;
* Proficient in Microsoft Office;
* Aware (or takes initiative to become educated) in community resources;
* Comfortable and effective in presenting in front of groups;
* Able to bend and lift 40 pounds;
* Ability to navigate stairs;
* Availability of a vehicle and a current driver’s license;
* Commitment to the mission and vision of the YWCA of Annapolis and Anne Arundel County;
* Interest and excitement in growing and improving the organization and resources available to clients;
* Dependability, sense of humor, service over self and genuine concern for the betterment of circumstances of others;
* Clear background check and positive professional references;
* Bilingual (Spanish and English) applicants are encouraged to apply.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_