

Position Title:	Case Manager – II	Department:	Housing and Supportive Services
Salary:	\$35,000 - \$37,500	Scheduled Hours:	Mon, Wed, Fri 8:00-4:30 Tue 11:00-7:30 Thurs 11:30-8:00 One Saturday per month

Position Summary:

Assists homeless women and children participating in the Transitional Housing Program (THP) to prepare an Individual Services Strategy (ISS) objective and goal plan. Provides advocacy on behalf of participants by contacting community organizations and attending community meetings and trainings. Provides mental health referrals/resources and informal domestic violence screenings and assessments for participants.

Position Responsibilities:

1. Provide case management services to THP participants. Within 48 hours of entry into the program, meet with program participants to do initial intake and ensure they understand the requirements. Notify applicants of acceptance/rejection.
2. Provide proper referrals to assist participants in setting up and maintaining needs for apartment, food, health care, child care, employment and education. Identify goals and barriers; create a written ISS and Goal Plan.
3. Monitor progress of client on a weekly or bi-weekly basis, adjusting ISS as needed. Ensure that a Release of Information form is properly filled out and signed for any outside contact made regarding the participant.
4. Refer families in need of domestic violence screening and/or assessment to appropriate sources for therapy, counseling or crisis services.
5. Coordinate mental health and domestic violence referrals and resources for chemical health for THP participants.
6. Maintain Adult Rehabilitative Mental Health Services (ARMHS) collaboration. Refer families to ARMHS when appropriate. Coordinate services and maintain communication with ARMHS provider.
7. Monitor database to ensure all THP families are assessed and goal plans are established.
8. Stay informed and trained on mental health and domestic violence resources in the community.
9. Provide crisis case management and de-escalation as needed.
10. Maintain confidential case files. Ensure files are organized, systematic and complete. Document all interaction and observed behavior with/of participant in case files. Document all collateral information received from or given to collaborating agencies.
11. Advocate on participant's behalf by contacting community organizations and networking to maintain updated list of resources.
12. Conduct screening process for participants. Follow the given format and questionnaire to get a perspective on the participant's needs, expectations and feelings concerning THP. Identify any precursors to acceptance into the program (mental health evaluation, chemical dependency evaluation, etc).

13. Prepare and distribute monthly calendars and other necessary paperwork.
14. Coordinate and facilitate, new resident orientations, Resident Council and resident meetings. Explain the regulations and expectations of the program and answer any remaining questions.
15. Participate in on-call rotation and attend monthly Family Night Out events.
16. Additional duties are performed as required.

Qualifications:

Education: Bachelor's Degree or equivalent degree in Social Work or related disciplines required.

Work Experience: 3+ years of experience in case management. Experience in a non-profit setting focusing on creating opportunities for women's growth, leadership and empowerment, and elimination of racism or a related mission is highly desired.

Other Qualifications:

- Dealing with confidential information
- Ability to relate to individuals from diverse socio-economic and cultural backgrounds
- Ability to work as part of a team and one-on-one
- Agree to mandated child abuse reporting guidelines
- Requires day travel
- Valid Driver's License, proof of insurance and reliable vehicle

The YWCA St. Paul offers competitive salary and benefits for eligible positions. The YWCA is an Affirmative Action/Equal Opportunity Employer.

To apply, send letter of interest, resume, and salary requirements to:

Human Resources, YWCA St. Paul fax: (651) 222-6307
375 Selby Avenue email: hr@ywcaofstpaul.org
St. Paul, MN 55102 phone: (651) 222-3741

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