

YWCA La Crosse Rapid Rehousing Case Manager

Job Summary/Objective:

This 30 hour/week position is responsible for coordinating services to homeless families in need of rapid rehousing and supportive services.

Responsibilities:

1) Case Management:

- a. Enroll program participants in the local system for Coordinated Entry
- b. Develop participant case plans to achieve short and long term goals and establish appropriate rental agreements
- c. Coordinate and develop a self-sufficiency plan for successful independent living, monitoring goals in an efficient and effective manner
- d. Provide resources and supportive services as required to achieve goals
- e. Act as an advocate for participants, making referrals to other services as available
- f. Act as liaison between landlords and program participants.
- g. Assist program participants with securing permanent housing.
- h. Monitor condition of apartments and perform HQS inspections
- i. Participate in local Collaborative to End Homelessness and corresponding meetings and events

2) Administrative:

- a. Keep accurate and up-to-date records on all participants as established by HUD and in compliance with quality case management practices
- b. Remain aware of program budget and costs associated with each program participant.
- c. Complete data entry using the Homeless Management Information System (HMIS)

3) Staff Relationships

- a. Flexible work hours are necessary; however, it is also necessary to communicate your schedule as much as possible to other staff
- b. Work as a member of the YWCA La Crosse team carrying the mission of empowering women and eliminating racism through the program implementation

4) Supervisor Relationships

- a. Position reports to the Housing Director

Job Qualifications:

Required:

- Bachelor's Degree in human services field or related area of interest or equivalent job experience
- Experience working with housing or homelessness issues
- Experience in one on one case management; working in a relationship building environment
- Ability to be compassionate, but firm in dealing with participants in the program
- Ability to problem-solve and connect participants with local community resources
- Ability to use trauma-informed care
- Experience working with individuals with AODA concerns, those in recovery and mental health diagnosis

Skills not required, but preferred:

- Comfort level in establishing boundaries
- Detail oriented and organized



- Experience using HMIS
- Computer literate, knowledge with MS Office and Google Drive
- Conscious of time and dates, being responsible and accountable to schedules and deadlines
- Good writing skills and good communication habits

Skills that will enhance a candidate's application:

- Knowledge of and interest in eliminating racism and empowering women
- Team player