Case Manager

Job Description:
Case Manager will service women and children residing in the Grace Brown House. This position will be responsible for the overall coordination of internal and external services available to residents in the housing program in partnership with the Aid to Victim of Violence (AVV) Advocates and other community service partners. The Case Manager will assist residents in identifying their needs, goals, barriers to resources; provide safety planning and assistance in linkage to community resources.

Responsibilities:
- Work closely with property manager, Christopher Community, to house new residents, complete intake and assess client and family needs
- Maintain detailed case documentation and confidentiality of resident information at all times ensuring written information is securely stored as per program procedures.
- Coordinate and facilitate resident services through assessment, evaluation, planning, and implementation with written consent of the individual
- Create service and safety plans for all residents
- Communicate resident, adult/youth, needs to available service providers
- Work collaboratively with community service partner agencies and property manager Christopher Community to offer robust services to residents
- Maintain open communication with referring authorities and regularly attend community service meetings
- Facilitate a resident council on a consistent basis to stay connected to the needs of residents living at the property
- Working closely with Aid to Victims of Violence Advocates to coordinate direct advocacy as needed
- Maintain client confidentiality
- Other responsibilities assigned as needed by supervisor

Qualifications:
- Bachelor’s Degree in Human Services or related area preferred, with minimum two years working in a social service setting required
- Experience working with clients in crisis, mental health or related services strongly preferred
- Valid Driver’s license
- Ability to have flexibility in schedule
- Must be able to pass a background check

Child care Benefit:
The YWCA subsidizes 25% of child care costs for children enrolled in YWCA child care programs.
Infant care @ $245 per week is a $61.25 benefit per week and $3,185 benefit per year
School Age care @ $185 per week is a $46.25 benefit per week and a $2,405 benefit per year

Health and Wellness Benefit:
Employees can attend one class per day or work out in the weight room.
$60 per month benefit
$720 benefit per year

Paid Time:
32 hours of personal time
Accrue 3.69 hours per paycheck for sick leave and vacation

Paid holidays

Health Insurance:
The YWCA contributes $3,600 per year to each employees plan.

Retirement:
Available to employees working two years with the agency. YWCA Cortland along with YWCA Retirement Fund contributes an average of 3.5% annually regardless of employee contributions. Contribution elections are reviewed on an annual basis

The YWCA embraces a family friendly and flexible work environment. Benefits are for fulltime positions and prorated for part-time.
**Working Conditions:**
Busy housing environment, will be working with clients in crisis or transitioning out of emergency services.

**Reports to:**
Housing Director, Grace Brown House

*To apply, please email your cover letter, resume and three professional references to kelly@cortlandywca.org.

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