

Position: Participant Advocate

Status: Exempt, Full-time

Salary: \$47,000 - \$52,000

Reports to: Director of Housing

Hours: Department onsite hours (for point of contact and back-up purposes) are 8:00 a.m. - 5:00 p.m. or 8:30am – 5:30 p.m. with one hour break. Program staff are scheduled to be in the office on a rotation for coverage purposes. Standard hours can vary but must include weekly virtual team meetings on Wednesdays, 5:00 p.m. – 6:00 p.m. as well as one weekly, two-hour in person team meeting, during regular department hours.

About YWCA Central Carolinas:

YWCA Central Carolinas is a nonprofit on a mission to eliminate racism, empower women and promote peace, justice, freedom and dignity for all. We achieve this through a variety of programs, including transitional housing for women and families facing homelessness, youth literacy programs for children from low-income households, racial justice and advocacy initiatives that educate and mobilize our community, and a co-ed fitness center that empowers our neighbors and serves as a portal into our mission.

Position Objectives:

Provides on-site supportive services to participants in the “Women In Transition” (WIT) transitional housing program. Guides and assists participants in developing measurable steps to increase their economic independence and eliminate barriers to permanent housing. Applies the YWCA mission in all aspects of work and professional conduct, and communicates the racial justice imperative to new and existing WIT participants. Transitional Housing is a team-driven program, requiring many hands to meet the needs of participants. It is the expectation that this position will assist the team, as needed, when duties arise beyond those listed here.

Duties and Responsibilities:

Delivers Effective Services

- Oversees full-cycle supportive services process for 26 – 30 participants.
- Develops a highly individualized person-centered plan with each participant that highlights individual strengths and includes strategies for addressing barriers. Monitors participants in their progress toward successful completion of individual goals and objectives from participant entry to exit, including employment and career development, recovery, financial literacy, affordable housing, maintenance of physical and mental health.
- Meets with participants every 1 – 2 weeks based on individual level of need. Coordinates collaborative meetings with participants and other service providers to evaluate overall progress when applicable.

Collaborates with the Community

- Collaborates with and advocates for community resources to secure services that will assist client in reaching goals including securing affordable permanent housing and sustainable employment and savings. Communicates regularly with other service providers to ensure coordination of services.
- Represents the YWCA at public and interagency meetings that share the organization’s commitment and concern for issues impacting women, children, and families who are at risk of homelessness.

Upholds Compliance Standards

- Maintains participant files including applications, assessments, progress notes, goal plans, participant communications, and correspondence in accordance with YWCA transitional housing guidelines and City of Charlotte and North Carolina Housing Finance Agency (NCHFA) documentation requirements. This includes completion of Homeless Management Information Systems (HMIS) training and data entry and management.
- Conducts crisis intervention in the residence as needed.

- Adheres to the strictest professional confidentiality and ethical standards in regards to clients and client information. A copy of the NASW Code of Ethics will be provided and will set the professional standard for this position.

Supports Team and Department Initiatives

- In coordination with the WIT team, participates in the inquiry and recruitment process for new participants including facilitating orientations, administering in-take drug screenings, providing tours, assisting in the intake assessments as needed.
- Work cooperatively with the Director of Housing and team members to address areas of concern including behavior that impacts the communal environment and actions of participants; assist in the development and implementation of corrective measures.
- Provides on-call support to evening/weekend staff in rotation with other staff.
- Additional duties as required by the Director of Housing.

Education and Experience:

Bachelor's Degree in Social Work, Counseling, Psychology or similar degree required. Master's Degree in Social Work, Counseling, Psychology or similar degree preferred. Two years of practical experience working with populations experiencing housing instability required. Experience working in residential housing and programming for women preferred. Ability to work independently with little to no supervision. Strong communication skills, both oral and written. Red Cross Adult and Child CPR/AED/First Aid training preferred (YWCA will provide training as needed).

This role is ideal for LCSWA candidates or individuals needing a role that will meet MSW internship requirements.

Benefits:

Medical Insurance
Dental Insurance
Vision Insurance
Life Insurance
Long-term Disability Insurance
Short-term Disability Insurance
Flexible Spending Account/Health Savings Account
Dependent Flexible Spending Account
9 Paid Holidays and 3 Floater Holidays
19 days of Paid Time Off (increases in accrual at 2, 5, 7 and 10 years of employment)
Extended Sick Leave
Family Leave
Volunteer Time Off
403(b) Retirement
YWCA Retirement Fund (7% contribution made on your behalf after 2 years of employment)
Employee Assistance Program
Free YWCA Fitness Center Employee Membership (discounted family membership available)
On-site clinical supervision for LCSWA candidates.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is



frequently required to stand; walk; sit and use hands. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close and distant vision.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by their supervisor, director or leadership. Required certifications for the position may have stricter physical requirements and when those conflict with the job description, YWCA will follow the requirements in the certification. Job descriptions are reviewed as needed and may be modified and updated. Revised job descriptions will be provided to employees.

Other Information:

Employment with YWCA Central Carolinas is contingent on successfully passing all of our pre-employment screenings, including but not limited to: a drug screening, reference checks, proof of certification (if applicable) and a background check. If applicable to the position, YWCA Central Carolinas employment may be contingent on a candidate meeting driver approval criterion as determined by Motor Vehicle Record background check.

YWCA fully subscribes to the principles of equal employment opportunity and is committed to complying with all regulations under the Equal Employment Opportunity Commission (EEOC). YWCA's equal opportunity employment policy reflects our commitment to equality and to promote diversity in the workplace. We designed this policy to ensure fairness in all aspects of employment.

YWCA prohibits unlawful discrimination against applicants, employees, contractors, interns and volunteers on the basis of race, color, religion, creed, national origin or ancestry, age, sex (including pregnancy, gender identity and sexual orientation), physical or mental disability, veteran or military status, genetic information, marital status, reprisal or retaliation for prior civil rights activity or any other legally recognized protected basis under federal, state or local law. All employment decisions are based on qualifications and capabilities to perform the essential functions of the job.

To apply, please go to our web site: <https://ywcacentralcarolinas.org/work-with-us/>