

Position: Temporary Admissions Coordinator

Status: Part-time under 20 hours per week, Non-exempt

Salary: \$22.60- \$23.56 per hour

Reports to: Director of Housing

This is a temporary, short-term position to cover from August 1, 2025 – December 16, 2025.

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:

Coordinates orientation and admissions process for all Women In Transition (WIT) participants, facilitating weekly (or as needed) orientations for applicants to the WIT program, including a presentation on participation criteria. Provides on-site supportive services to participants in residence as needed depending on occupancy and staffing needs. 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.

Department onsite hours (for point of contact and back-up purposes) 1:00 p.m. – 5:00 p.m. or 2:00 p.m. – 6:00 p.m., Monday - Friday with some flexibility for lease-up scheduling and participant meetings. 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. Schedule must be flexible to provide additional support as needed.

Duties and Responsibilities:

Coordinates the Admission Process

- Works with WIT transitional housing program Administrative Assistant on scheduling of intake assessments in coordination with the Director of Housing.
- Facilitates weekly 3-hour intake orientation meetings, facility tours, intake drug screens and 1:1 meetings with scheduled applicants, Tuesdays, 12:30pm – 4:30pm.
- Assists and supports WIT team in admissions decisions with final approval coming from Director of Housing.
- Collects collateral information and follows-up with all applicants to inform them of admissions decisions and any treatment recommendations made by team.
- Schedules, meets with and completes all lease-up paperwork with all applicants approved for admission.
- Inputs all new admits into HMIS Bitfocus within 24 hours of their admission into the program. Ensures hard copy file is set-up and provided for the Participant Advocate.

Delivers Effective Services

- May be assigned a small caseload (depending on department need) and will oversee full-cycle supportive services process for participants.
- Develops a highly individualized person-centered case plan with each participant assigned 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.

- Works 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; assists in the development and implementation of corrective measures.
- Serves as primary point of contact for urgent housing needs that arise during shifts, helping to triage needs and include appropriate resources.

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. Presents to referral agencies on the WIT referral process and program overview to ensure eligible referrals and improve WIT acceptance rate, in coordination with Director of Housing.

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.
- 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, and 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).

Benefits:

Employee Assistance Program

Free YWCA Fitness Center Employee Membership (discounted family membership available)

Physical Demands:

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

While performing the duties of this job, the individual is regularly required to talk or hear. Specific vision abilities required by this job include close and distant vision needed for using a computer and monitoring and maintaining the safety of program participants. Frequently required to remain stationary while working at a computer and perform repetitive motion tasks that may include the wrists, hands, and/or fingers. Must be able to operate standard office equipment and keyboard. Frequently required to stand, walk, bend, stoop, kneel, crouch, push, pull, reach with hands and arms. Occasionally required to ascend or descend stairs for 3 residential floors in an emergency (up to 5 flights total). May occasionally need to lift and/or move up to 25 pounds. Must be emotionally fit to provide support for program participants on a daily basis.

Required to ensure the safety and well-being of individuals by acting decisively and compassionately in high-pressure situations, including, but not limited to: the fire alarm being sounded, inclement weather, building



evacuations, shelter in place and other emergencies. Must be able to perform all physical requirements for emergency CPR, AED and First Aid.

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/>