

### About YWCA Central Carolinas

YWCA Central Carolinas is on a mission to eliminate racism, empower women and promote peace, justice, freedom and dignity for all. Since 1902, YWCA has evolved to meet the needs of the surrounding community. Today, our programs include transitional housing, youth literacy programs, racial justice and advocacy work, and a co-ed fitness center.

We provide transitional housing to women and families facing homelessness through our Women In Transition and Families Together programs, which operate as stepping stones between emergency housing and permanent housing, providing space for women and families to decompress from the constant state of stress and anxiety that accompanies housing instability while actively seeking permanent housing and financial stability. Women and families enter our transitional housing programs from various precarious housing situations: they may have been living in their car, with friends or family members, in a motel or in emergency shelters. YWCA's programs foster a safe space for participants to stabilize their lives so they can work towards the goals of attaining permanent housing and financial stability through participation in our comprehensive case management services.

### Position Objectives

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.

**Hours:** Department operating hours (for point of contact and back-up purposes) are 8:00 a.m. - 5:30 p.m. Individuals will be scheduled to work within those hours with some flexibility on lunch breaks depending on coverage needs and other staff schedules. Standard hours can vary but must include weekly 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.

### 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 but not limited to 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.
- **For those pursuing LCSW only**
  - Establishes therapeutic goals and provides individual and/or group therapy for select participants throughout the LCSWA licensing process, in coordination with supervisor approval.
  - Assists the director with the applicant intake process by conducting comprehensive clinical assessments, as needed and approved by supervisor. Make recommendations for program approval and treatment during weekly team meetings.

#### Collaborates with the Community

- Collaborates with and advocates for community resources to secure services that will assist participants 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 documentation requirements. This includes completion of Homeless Management Information Systems (HMIS) training and data entry and management.
- Provides crisis intervention using trauma-informed, de-escalation techniques to ensure the safety and emotional stabilization of participants, staff and community members. Prioritizes communication and appropriate intervention plan for participant as needed.
- Prioritizes situations of concern that are or may become volatile or create an unsafe space for participants and staff. Updates housing team as required.
- 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 and assisting in the intake assessments as needed.
- 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.
- Provides on-call support to evening/weekend staff in rotation with other staff.

### **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. An AHA or Red Cross endorsed Adult/Child CPR, AED, First Aid certification is required and must be maintained while in this role.

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)

### **Physical Requirements**

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.

**Position: Participant Advocate**

**Status:** Exempt, Full-Time

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

**Reports to:** Director of Housing

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 three residential floors in an emergency (up to five floors 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 federal, state and local law. Recruiting and employment decisions are based on qualifications and capabilities to perform the essential functions of the job.

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