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ywca

Kitsap County

Job Title: Housing Manager
Reports To: Chief Executive Officer
FLSA Status: Full-time, Non-Exempt
Department: Housing

SUMMARY

The Housing Manager provides survivor-driven advocacy services for victims of domestic violence who are seeking safe and affordable permanent housing and are facing barriers due to domestic violence. This position supports clients through direct services and works to build collaborations with local housing authorities, private landlords and other community-based organizations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs intake interviews, needs assessments and provides clients with an overview of YWCA services.
- Identifies barriers to obtaining safe and affordable housing for clients.
- Assists clients in completing appropriate applications and intake paperwork for local Housing Authority programs, rental applications, and other paperwork necessary to assist clients in obtaining housing.
- Develops individual service plans for clients; offers case management services, utilizing the YWCA's philosophy of empowerment.
- Assists clients in establishing and achieving their self-sufficiency goals.
- Assists clients in applying for financial assistance, food stamps, and low or no-cost health insurance, etc. per the client's wants and needs.
- Refers clients to YWCA programs and other community-based organizations as appropriate; secures appropriate releases and ensures client confidentiality.
- Reviews service plans with clients regularly to determine if additional services and/or referrals are needed.
- Maintains confidential client files, including all appropriate forms and documentation of services provided to clients. Prepares reports as requested, enters demographic data, services provided and other information into InfoNet and HMIS.
- Actively empowers clients to build on strengths, pursue goals, utilize resources, and develop the ability to advocate on their own behalf.
- Develops methods for feedback from clients and partner agencies to evaluate program effectiveness; assists in resolving client grievances.
- Develops and maintains relationships with local housing authorities, private landlords and other community-based organizations.
- Conducts trainings for Continuum of Care member agencies and private landlords on legal protections for domestic violence victims and specific barriers they face.
- Ensures compliance with local, state, and federal funding and housing requirements and regulations.
- Participates in agency or community work groups or meetings; actively participates in staff meetings, weekly and monthly client/program meetings and scheduled trainings.
- Performs other duties as assigned in support of the organization's mission and programs.

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SUPERVISORY RESPONSIBILITIES

This position has supervisory responsibilities of the Housing Advocates, volunteers, and interns.

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KNOWLEDGE, SKILLS AND ABILITIES

- Proficient in Microsoft Office applications
- Ability to work and communicate effectively with diverse people
- Ability to manage multiple tasks at one time
- Ability to write reports, business correspondence, and procedure manuals
- Ability to adapt and manage varied situations
- Ability to build and maintain relationships with staff, clients and community partners
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Commitment to YWCA vision, mission and values

REQUIRED EDUCATION AND/OR EXPERIENCE

Bachelor's degree in social work or related field from an accredited four-year college or university; or one to three years related experience; or equivalent combination of education and experience.

YWCA Advocates must have a minimum of 30 hours initial Domestic Violence Victim Services Training, and a minimum of 30 hours continuing education victim services training, annually.

OTHER QUALIFICATIONS

- Vehicle, or ability to transport self, within 100 miles
- Washington State Driver's License
- Driver's Insurance, per Washington State Law
- Acceptable State Patrol Criminal History Record

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to sit, go up and down stairs and talk and hear. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

YWCA Kitsap County is an Equal Opportunity Employer

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