



Seattle | King | Snohomish

TITLE: Re-Entry Life Coach/Case Manager

LOCATION: Passage Point Program, 15900 227th Ave. SE, Maple Valley, WA 98038

REPORTS TO: Program Manager of Reentry & Reunification

PROGRAM DESCRIPTION:

The YWCA Passage Point is a program designed to address one of the sources of homelessness in King County – discharge into the community of persons who have been incarcerated and who, upon release, are without decent, safe housing. All residents must be committed to working toward housing stability and reunification. The unique aspects of Passage Point include its program goals: to reduce recidivism, end homelessness and reunite children with their parents. For that reason, Passage Point is much more than a place providing affordable housing – it is an opportunity to start life in the community with support and encouragement and directed by the specific needs of the residents.

POSITION DESCRIPTION:

This Re-Entry Life Coach will provide intensive, strength-based case management services to parents with multiple barriers who need supportive services in order to attain their personal and housing goals.

The Re-Entry Life Coach is a member of the YWCA’S Homeless Initiative Department, which is a part of the Specialized and Integrated Services Division. This Division has a reputation in the community for providing culturally competent services with particular emphasis on serving homeless and low-income families and individuals.

This position has a social justice component that will allow for critical thinking around how the external systems impact the work that we are doing through the lens of racism and intersections with poverty. Valuing diversity and championing anti-racism policy are core values. As an equal opportunity employer, we highly encourage people of color to apply.

RESPONSIBILITIES

Direct Case Management

- Complete screening to determine residents’ need (housing, employment, education, domestic violence, mental health, substance abuse treatment, health, parenting, legal and reunification)
- Provide residents with support services and/or make referrals or linkages to other community agencies to resolve barriers to housing, employment and other basic needs
- Assist residents in developing goal and action plan, and documents progress and referrals
- Provide assistance to tenants of Passage Point supportive housing who have been identified as in danger of eviction. Act as an advocate for these tenants and assist in addressing issues that put them at risk
- Assist parents who have been accepted for Passage Point housing in becoming permanent housing-ready. This includes conducting or referring for life skills training, concrete resources or other services

- Transporting or arranging transport for tenants/potential tenants to off-site appointments, court dates, school, etc. on an as-needed basis
- Work as a member of the re-entry coaching team and in concert with other community service providers to deliver support services and ensure follow-through; develop and maintain these collaborative relationships
- Facilitate educational classes, workshops and presentations
- Assist the resident(s) with unit move-in/out inspections as needed

Outreach, Screenings and Selection

- Assist with in-reach & out-reach to institutions and agencies; screening, determining eligibility, enrolling and orienting program participants
- Make presentations to community-based organizations, and DOC facilities as needed
- Coordinate and network with public and private housing providers to develop new resources and maintain appropriate referral services for families while they are on-campus and once they move on

Record Keeping and Compliance

- Maintain complete and accurate resident files which demonstrate intensive case management
- Collect client statistics in a timely and accurate manner. Document service provided and track client progress
- Assure that service activity for reentry coaching, in-reach/outreach, employment & education are met

Service Coordination

- Work in collaboration with apartment managers, school liaisons, child advocates and other service providers as needed
- Participate in scheduled team case consults and monthly regional site meetings

Other

- Assist with front desk as needed
- Incorporate the YWCA's Social Justice Initiative by understanding how racism, sexism, classism and other oppressions intersect and are embedded in institutions.
- Continue search for understanding of racial, gender and class equity.
- Adhere to all Volunteer Services protocol relative to volunteer usage, recognition and monitoring.
- Assure that clients, staff, volunteers and community partners are treated with respect and dignity regardless of race, ethnic background, gender or socioeconomic background.
- Other duties as assigned

QUALIFICATIONS & CORE COMPETENCIES

- B.A in Social Services preferred, and at least one year experience working with at-risk/high risk populations. One year of experience may be substituted for education.
- Minimum one year experience in case management/life coaching as a case manager, or closely related position in a role that required familiarity with domestic violence, drug alcohol addictions and/or mental health

- Routine client interaction that could involve researching information related with criminal history, child custody, and DOC stipulations
- Consistent application of established policies, procedures, laws and regulations
- Ability to organize, prioritize, and perform multiple routine and non-routine tasks within timely manner
- High degree of discretion and excellent judgment
- Experience with: HUD, Section 8, Low Income Housing Tax Credits and/or another government program which required resident income certifications and other resident data collection requirements
- Commitment to diversity, including sensitivity to the needs of residents and staff from diverse cultural and economic backgrounds
- Experience working with communities of color and people from different cultures than your own.
- Demonstrated understanding of the intersection of racism and poverty
- Ability and willingness to work independently and as part of a team and to make sound judgments without on-site supervision
- Ability to deal with unexpected situations using basic crisis intervention skills
- Ability to produce driver abstract and pass Defensive Driving Training
- Experience with prison population specific to re-entry desired
- Core Competencies: Fostering Diversity, Social Justice Advocacy, Attention to Detail, Collaboration, Communication: Oral & Written, Crisis Management, Customer Service, Interpersonal Skills, Personal Credibility, Planning & Organizing (Time Management), Reliability, Specialized Knowledge, Leading & Developing Others, Discernment/Judgement

PHYSICAL DEMANDS OF THIS POSITION: *The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. In performing this position, the employee:*

- Continuously sits while doing indoor work including operating a computer
- Continuously local travel to multiple locations for off-site meetings and transport of residents to meeting, appointments and transit sites.
- Frequently uses speech, hearing, and sight abilities in exchanging information with residents, agency staff, employers, representatives of community organizations and other individuals in the community
- Frequently uses hands and wrists, fingering, handling, grasping and reaching in using telephones, computers, fax machines and other office equipment and supplies
- Occasionally lifts/carries up to 20 pounds in performing duties in the office and in traveling to off-site meetings
- Occasionally reaches outward, stands, squats, kneels, bends, walks and reaches above shoulders in performing duties in the office and in traveling to off-site meetings
- Indoor office environment with occasional outdoor work and exposure to excessive noise

** Continuously over 80% time, Frequently 20-80% time, and Occasionally under 20% time*

RATES, HOURS, BENEFITS

- Regular, full-time, 40 hours per week
- \$16.35-\$19.08 per hour DOE
- Fair Labor Standards Act (FLSA) Classification: Non-exempt

- Excellent benefits package including medical insurance, retirement plan, plus generous vacation, holiday and sick leave plans
- At the time of hire, employees may choose to voluntarily enroll in the Fidelity 403b Plan. Typically after two years of employment, employees are eligible to participate in the YWCA Retirement Fund.

TO APPLY: Submit cover letter and resume with the job number and title in the subject line to:
lphiring@ywcaworks.org.

CLOSING DATE: Open until filled

www.ywcaworks.org

The YWCA of Seattle | King | Snohomish is an Equal Opportunity Employer