

***Young Women's Christian Association  
Greater Pittsburgh***

**JOB DESCRIPTION**

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**JOB TITLE:** Chrysalis Housing Program Coordinator

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**Reports to:** Director of Housing Programs

**FLSA Classification/Job Grade:** Non-exempt      **Grade: 6A Range: \$12.87 - \$20.87 hr**  
**Hiring Range: \$12.87 - \$16.87 hr**

**Department:** YW Housing Programs

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**JOB SUMMARY:**

The Chrysalis Housing Program Coordinator provides case management and support to women and children residing in the YWCA's Chrysalis Shelter Plus Care Housing Program.

**MINIMUM QUALIFICATIONS:**

Bachelors Degree with two (2) years relevant experience or Associates, Business, or Technical Degree, (Certification) with three (3) years relevant experience and one (1) year supervisory experience. This position requires a valid PA driver's license and reliable transportation for frequent travel throughout the City of Pittsburgh. Act 33/34 clearances are also required.

**KNOWLEDGE AND SKILLS:**

The incumbent must bring to this position a background in providing comprehensive drug and alcohol recovery, mental health support services, and life skills education to families. Experience providing support services to women or families is required. Experience with provision of in-home support services and with homeless services is preferred, as well as some knowledge of government funded housing programs

**ESSENTIAL RESPONSIBILITIES:**

- Provides comprehensive in-home direct services to each program participant around issues related to substance abuse and mental health including monitoring compliance and progress with behavioral health treatment, attendance with recovery support groups, maintenance of abstinence from drugs and/or alcohol and sustained compliance with prescribed mental health treatment.
- Develops and monitors a monthly comprehensive family service plan in cooperation with the participant and assists participant in overcoming barriers to achieving goals.
- Manage referrals to the program and schedules and conducts interviews of prospective participants.
- Maintain current and comprehensive knowledge of community resources in order to make appropriate referrals for participants as needed.
- Prepares monthly billing and contract reports for funders and the YWCA.
- Monitors and reports all incidents related to units that are leased as housing for Chrysalis participants.
- Communicates all issues related to repairs and unit condition to Director and landlords.
- Prepares monthly check requests for rent and other program costs; begins and ends utility service at rental properties; codes utility bills, prepares new leases for review and signature.
- Maintains client files in accordance with the requirements of funders and the association.
- Facilitate referrals to community resources and coordinate with contracted service providers.
- Work cooperatively with YWCA Housing staff to coordinate special events and activities.
- Provide support and educational opportunities on issues of interest/concern to Chrysalis participants including, but not limited to drug and alcohol recovery, health and wellness, birth control, money management, assertiveness, employment/educational/training programs and opportunities, housing, and other issues as identified by participants

- Conducts quarterly home inspections and immediately reports issues related to damages and/or violations of resident agreements to Director.
- Provides a supportive emotional environment for participant families by means of the following: establish and maintain non-judgmental, empowering relationships; encourage participants to develop greater ability to mobilize inner and outer resources; and deal effectively with a range of clients with varying needs.
- Provides support on issues of concern to participants, including, but not limited to drug and alcohol recovery, mental health, domestic violence, sexual assault, child abuse, pregnancy prevention, assertiveness, and other issues that may arise.
- Participates in staff training and development as appropriate.
- Participates in staff meetings, supervisory conferences, and performance management meetings.
- Maintains high levels of consumer satisfaction.
- Must maintain a high level of confidentiality when working with sensitive and personal client, vendor, employee and contract information.
- Will work in conjunction with co-workers and management to achieve Affirmative Action goals.
- Displays consistent professionalism and courtesy when interacting with internal and external customers.
- Promotes and supports the mission, imperative, values and goals of the YWCA maintaining high performance standards.
- Participates in YWCA professional development opportunities successfully implementing new skills, knowledge and procedures.
- Performs other duties as assigned within the scope of the YW Housing Programs Department.

**EFFECTIVE DATE:** 11-11

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Signature

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Date