



POSITION: Housing Coach  
DEPARTMENT: Resource Center  
PAY RATE: \$22.00 to \$26.00/hour – Non-exempt

Our Resource Center strengthens connections between families, friends, and the organizations that provide services and support. We help remove barriers and disparities that hinder families from maintaining self-sufficiency by offering a safe and supportive space to connect women and men to financial assistance and other resources for basic needs, transportation, legal services, housing, healthcare, financial services, and career, personal, and professional development.

**MISSION IMPACT:** YWCA Greater Pittsburgh employees work together to promote racial justice and reduce race and gender disparities. We deliberately address the challenges and celebrate the triumphs of living at the intersection of race and gender. As a member the YWCA Resource Center team, you will have the opportunity to support and advance our mission of eliminating racism and empowering women by providing housing coordination, financial assistance, and resources to support marginalized individuals and families, especially women and girls of color, while working to challenge structural barriers to equity.

**JOB SUMMARY:** This position is responsible for providing coaching services to families with housing choice vouchers as a part of a new housing mobility program. The Coach holds the primary responsibility of working with families as they choose between neighborhoods, prepare to put in applications, search for homes, and as they transition into their new neighborhoods. The Coach also assists in enrolling families into the program, hosts workshops, and works closely with other program staff to assist families in their moves. The role entails significant interpersonal skills and requires experience in case management.

**MINIMUM QUALIFICATIONS:** Bachelor's Degree (BS) in Social Work, Social Services, Psychology, or a similar field, and at least one (1) year of relevant work experience; or six (6) or more years of previous work experience in a similar field. Direct practice experience is required. Knowledge of the Housing Choice Voucher program is preferred.

**KNOWLEDGE & SKILLS:**

Interested individuals can submit a resume and cover letter to  
Linda Broman, Human Resources Director at [lbroman@ywcapgh.org](mailto:lbroman@ywcapgh.org)

Knowledge of:

- Local, state, and/or federal safety net programs.
- Allegheny County rental housing market.
- The role systemic racism plays in shaping communities.

Skills in:

- Best practices and approaches to case management such as motivational interviewing, trauma-informed care, the person-in-environment approach, and the strengths-based approach.
- Microsoft Office software including Excel, Word, PowerPoint, and Outlook.

Ability to:

- Provide case management services to clients.
- Read credit reports and provide basic information on how to improve credit scores.
- Communicate effectively both verbally and in writing to a diverse clientele.
- Develop rapport and trust among program clients.
- Use the internet to research and obtain information related to available rental housing.
- Navigate case management software packages.
- Assist clients and property owners in solving leasing and tenancy-related issues.
- Perform duties of the position with minimal direction and complete tasks in a time-sensitive environment.
- Maintain a valid driver's license.

#### **ESSENTIAL JOB FUNCTIONS:**

- Manage a caseload of participants with housing vouchers to assist them in moving to an opportunity area, including assessing participants' strengths and barriers to moving, referring participants to outside service agencies, and helping to maintain participants' motivation to move.
- Maintain knowledge and database of opportunity neighborhoods and the resources within-including childcare, school, grocery and other shopping, transportation, and other resources important to the families.
- Assist participants in developing goals to make them ready to move and assess their progress as they take steps toward achieving their goals.
- Provide emotional and practical support to participants as they navigate the housing search process.
- Assist participants in contacting property owners, attend unit tours with participants, and assist participants with developing rental applications.
- Host group workshops for participants to learn how to search for units on the private rental market and how to maintain tenancy with property owners and Public Housing Authorities.
- Perform post-move in-home check-ins with participants to ensure that participants are transitioning smoothly into their new community.
- Work with other program staff to communicate with property owners and participants to assist in resolving any issues identified as participants transition into their new homes.
  
- Track participant and property owner data using case management software programs.
- Participate in interviews by the research partner and other research related activities as requested.

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**ABOUT YWCA GREATER PITTSBURGH:**

Founded in 1867, YWCA Greater Pittsburgh is a member of a nationally recognized movement with a mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. As a social justice organization, we have a deep commitment to tackling gender inequities and systemic racism; particularly in the places where these systems intersect. We provide direct services, empowerment programming and advocacy to support individuals and families, especially women and girls of color. We strive to become a model nonprofit workplace for a diverse workforce, ensuring that all staff members are paid a living wage and offered competitive benefits, and meaningful opportunities for professional development and career advancement.

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