



POSITION: Housing Coordinator
DEPARTMENT: Housing
PAY RATE: \$20.00 to \$25.00/hour

JOB SUMMARY: The Housing Coordinator provides case management and support to individuals and families residing in YWCA's Housing Programs, leading them to self-sufficiency and permanent housing.

MINIMUM QUALIFICATIONS: Bachelor's 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 case management to families and individuals, using a housing first, trauma-informed, and strengths-based approach. Experience providing housing support services and knowledge of subsidized housing is required. Must be organized, flexible, self-directed, detail-oriented, and have excellent problem-solving skills.

ESSENTIAL RESPONSIBILITIES:

- Ensures new client referrals are housed within 30 days of intake.
- Uses a housing-first, strength-based, and trauma-informed approach to case management and housing goal planning.
- Uses a progressive engagement case management model and holds participants accountable for guidelines and expectations of the program and goal plans.
- Uses SMART goals to develop and monitor initial and monthly comprehensive housing goal plan in cooperation with the participant(s) and assists in overcoming barriers to achieve goals.
- Manages referrals to the program- ensures program capacity is at 100% and that new referrals are requested within 24 hours of a client exit

**Interested individuals can submit a resume and cover letter to
Linda Broman, Human Resources Director at lbroman@ywcaphg.org**

- Completes intake and exit assessments and data entry into HMIS for each household within 72 hours, when applicable
- Maintains current and comprehensive knowledge of community resources in order to make appropriate referrals for participants as needed. Facilitates referrals to outside agencies as appropriate
- Ensures that all documentation related to the client files, including progress notes is completed, timely, accurate and filed within 72 hours.
- Maintains 100% data timeliness and completeness for all HMIS data
- Attends training and educational programs to promote professional growth.
- Prepares monthly billing and contract reports for funders and the YWCA.
- Conducts monthly home inspections and immediately reports issues related to damages and/or violations of resident agreements to Manager/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.
- Assists participants with outcomes including but not limited to: maintaining or increasing income (75%), maintaining or obtaining employment, obtaining health insurance (75%) and SNAP (75%), successfully exiting to permanent housing within 3-9 months (80%)
- Provides support on issues of concern to participants, including, but not limited to housing, financial coaching, employment, drug and alcohol recovery, mental health, partner violence, sexual assault, child abuse, pregnancy prevention, assertiveness, life skills, and other issues that may arise.

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.

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.

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