



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Central Connecticut Coast YMCA Job Description

Job Title: Case Manager

Salary Range: \$16.35 - \$19.23 Per Hour

FLSA: Non-exempt – Full-time

Reports To: Program Director

Work Location: Alpha Community Services YMCA

Work Schedule: M-F 8:30am-5pm Some Sat w/flexibility as needed

A Career with a Cause:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. Our mission is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all. The Y strengthens the foundations of communities and families through our key areas of focus; youth development, healthy living, and social responsibility and our core values of caring, honesty, respect, and responsibility. We are committed to this cause because a strong community is achieved when we invest in our children, health, neighbors, and values.

We are welcoming: we are open to all. We are a place where you can belong and grow. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

Position Summary:

This position supports the mission and work of the Y, a leading nonprofit, charitable organization. The Case Manager at the Central Connecticut Coast YMCA supports all aspects of Alpha Community Services YMCA's mission to serve individuals and families experiencing chronic or temporary homelessness, or housing insecurity. Maintains a supportive, positive atmosphere that welcomes and respects all individuals and provides leadership, instruction, motivation, safety, and enjoyment for clients, co-workers and community partners. The Case Manager provides direct leadership and assures the well-being for each client in line with YMCA of the USA guidelines and association policies in accordance with their training.

Salary and Benefits:

- Salary Range: \$16.35 - \$19.23 Per Hour Non-exempt – Full-time 40 Hours per week
- YMCA Retirement Fund Contribution: 12% (Y-11%; employee-1%)
- Health Insurance (3 plans with significant employer contribution for employee's premium)
- Training and development including conferences, workshops, and membership in professional organizations
- YMCA membership and staff program discounts

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The essential functions of this position include, but are not limited to the following:

- Models the YMCA core values of caring, honesty, respect, and responsibility with clients, program participants, community partners, colleagues, co-workers, guests, volunteers, and vendors.
- Develops and maintains positive relationships with community providers, volunteers, clients, program participants, and colleagues at all levels of the organization; helps individuals and families connect with each other and the YMCA through motivational support and guidance; and encourages involvement with community support resources.
- Case Manager, in accordance with YMCA guidelines, having prepared case management plans accordingly, supports clients and program participants in achieving their goals.
- Case Manager supports community initiatives to benefit the homeless.
- Case Manager performs a wide variety of duties relating to the support and counseling of homeless clients which may include but are not limited to: outreach; regular communication; development of housing and supportive service plans; linkage to community services; guidance on tenant responsibilities; mediation with landlords and property managers, as appropriate; and supervision of shelters and other housing facilities where required.
- Maintains proper records; prepares required reports as directed, as well as any assessments, intake or exit interviews, data input, record keeping or reporting required by funders and relevant state or other regulatory authorities. Participates as requested in audit and quality assurance activities.
- Follows all Alpha Community Services YMCA, ethical, legal, and regulatory procedures and guidelines including those pertaining to confidentiality, health and safety, sessions, forms, reports, and staff expectations.
- Ambassador of all YMCA programs with a focus on supportive programs, schedules, and client engagement.
- Knows, follows, and enforces all YMCA policies, rules, regulations, and procedures, including emergency and safety procedures, and those for the prevention of child abuse.
- Attends all mandatory meetings and trainings; participates in program development, and performs other duties as assigned.

YMCA Leadership Competencies:

Case Manager, Position Announcement

Revised December 4, 2018

Page 1 of 2

- **Collaboration:** Creates sustainable relationships within the Y and with other organizations in service to the community
- **Communication & Influence** Listens and expresses self effectively and in such a way that engages, inspires, and builds commitment to the Y's cause
- **Inclusion:** Values all people for their unique talents, and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence
- **Critical Thinking & Decision Making:** Makes informed decisions based on logic, data, and sound judgment
- **Developing Self & Others:** Develops self and supports others (e.g., staff, volunteers, clients, program participants), both formally and informally, to achieve their highest potential

Experience, Education, and Qualifications:

- Bachelor's Degree –required, Master's Degree in related field- preferred. In certain cases, significant relevant experience may be substituted.
- Previous case management or related experience working directly with the homeless population or other vulnerable population facing similar challenges. Experience with clients with multiple diagnoses (e.g. mental health and substance abuse issues) - preferred.
- Excellent communication skills and computer proficiency.
- Experience with motivational interviewing and person centered planning – preferred.
- Valid driver's license, and reliable transportation, as travel may be required.
- Ability to work a flexible schedule, if needed.
- Bi-lingual in Spanish preferred.

Trainings & Certifications:

- Must complete online Blood borne Pathogens and Employee Safety trainings prior to initial assignment to position.
- Must complete online Hazard Communication training within the first 90-days of employment.
- Must complete other New Employee Orientation and department onboarding within the first 90-days of employment.
- Must complete Child Abuse Prevention and Mandated Reporter trainings within the first 90-days of employment.
- Must complete all trainings and achieve proficiency in Homeless Management Information System (HMIS) and other relevant systems, including, but not limited to systems required by HUD, DMHAS, or DOH.

Effect on End Results:

This position strongly impacts the effectiveness with which the Central Connecticut Coast YMCA accomplishes its mission. The role requires that the Case Manager be committed to delivering high quality results, building positive relationships, maintaining a safe environment, and fostering a healthy community for all.

- The Case Manager will meet or exceed programmatic and financial goals, including client satisfaction and positive client outcomes.
- The Case Manager will partner effectively with community service providers to support clients in achieving a healthier and more stable quality of life.
- The Case Manager will work cooperatively within the statewide system for addressing homelessness and will fulfill all requirements associated with public and private funding.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to type, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Position requires sitting for extended periods of time and repetitive data entry. Ability to conduct classes and activities, and perform all physical aspects of the position.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. At times, employees may be exposed to undesirable working conditions, communicable infectious diseases, and risk of injury from others. All employees are required to follow the preventative health policies of the YMCA at all times. The noise level in the work environment is moderate.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Application Information:

Submit a cover letter, resume, and four references by **December 20, 2018** to Claribel Coreano, Senior Director of Clinical Services for Permanent Supportive Housing at CCoreano@cccymca.org