### C:\Users\mmoore\Desktop\eliminating racism and empowering women logo.jpg Case Manager – Parent Services Navigator

**The YWCA**

Are you interested in making a real difference in the lives of women and families who are the most vulnerable in our community? Do you want to empower women and girls toward a path of independence and self sufficiency?  The YWCA is looking for someone like you!

The YWCA of Rochester and Monroe County has served women and girls in our community for over 130 years. We serve more than 1000 women and children each year by providing emergency housing, preparing young mothers to become excellent parents, to lead healthy, productive lives and achieve success in school and at home.  The YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

**Job Summary**

 The YWCA’s Parents as Teachers (PAT) Program provides parent education, information on early childhood development, and support to pregnant and/or parenting young adults through personal home visits to promote school readiness and maternal and child health. The Parent Services Navigator will work in partnership with a Parent Educator to provide case management and advocacy services.

**MAJOR RESPONSIBILITIES**:

1. Work to empower young adult parents and families by linking them to appropriate community resources and services based on their needs and personal goals, such as housing, food, medical and mental health services, domestic violence programs, substance abuse services, education, and legal services.
2. Partner with Parent Educator to provide wrap around services for young parents and families.
3. Follow-up on the attainment and provision of services. Work with participants to understand the expectations of service providers and to assist them in meeting those requirements.
4. Develop and maintain positive relationships with community organizations and providers. Collaborate with community agencies to support client needs. Actively research and maintain knowledge of current and new resources in the Rochester area.
5. Maintain accurate, up-to-date documentation of case activities using various database systems. Provide input for required reports.
6. Assist in the development and implementation of work plans to meet program outcomes and goals.
7. Demonstrate understanding of and sensitivity to cultural differences and trauma informed care.
8. Demonstrate compliance with all appropriate HIPAA Privacy and Security Standards as defined by the YWCA of Rochester and Monroe County.
9. Actively participate in trainings and monthly department and all-staff meetings.
10. Commit to working towards the mission and vision of the YWCA of Rochester & Monroe County and to upholding the values of the organization.
11. Perform other duties as requested.

**Core Competencies**

* Teamwork
* Accountability
* Mission Focus
* Diversity/Diverse Perspectives
* Commitment to Excellence
* Flexibility/Adaptability

**Functional Competencies**

* Builds Strong Client Relationships
* Assessment, Interviewing and Planning
* Crisis/Conflict Resolution
* Community Engagement
* Strong Communication Skills, Both Verbal and Written
* Professionalism
* Recordkeeping & Technology

**Qualifications**

* Bachelor’s degree preferred.
* Three (3) years of experience working with young adults and providing case management required.
* Equivalent education and experience in lieu of above.
* Knowledge and experience with community services.
* Familiarity working with case management databases.
* Bilingual in Spanish a plus.
* Family Development credentials or knowledge of Parents as Teachers curriculum a plus.
* Must possess a valid NYSDL and have access to a vehicle.

**Work Environment**

Usual human services office working conditions prevail. Must be willing to travel unaccompanied to areas where the population served congregate or live. Must be available to work 37.5 hours per week and the work hours may include evenings or weekends.

**Auditory**

Expressing or exchanging ideas by means of the spoken word. Talking is important for those activities in which workers must impart oral information to clients or to the public and in those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly or quickly.

**Office Equipment**

Computers

**Physical Demands**

Light--exert up to 20 lbs of force occasionally and/or up to 10 lbs of force frequently. Light work usually requires walking or standing to a significant degree.

**Background Screening**

The YWCA of Rochester and Monroe County conducts background screening on job candidates upon acceptance of a contingent job. Background screenings are performed in compliance with the Fair Credit Report Act.

<http://www.ywcarochester.org/site/c.4nIDIROnG4IOE/b.6520105/k.6957/Current_Job_Openings.htm>