



SENIOR RESIDENT CASE MANAGER

The mission of the Downtown Women's Center (DWC) is to provide permanent supportive housing and a safe and healthy community fostering dignity, respect, and personal stability, and to advocate ending homelessness for women. Founded in 1978, DWC was the first organization to exclusively serve mentally ill and elderly homeless women on Los Angeles' Skid Row. The DWC Day Center now offers 75,000 meals, case management, and other supportive resources on a drop-in basis to 5000 homeless women each year, while the DWC Residence provides a permanent home and a range of services to 71 women who were once without safe, affordable housing. In 2010, DWC relocated to provide expanded and enhanced services to many more women in need. Please visit www.DWCweb.org for more information.

POSITION SUMMARY

The Downtown Women's Center seeks a full-time Senior Resident Case Manager to provide individualized case management services to formerly homeless women living on-site in permanent supportive housing. This position is crucial to assisting residents in maintaining stability and improving their quality of life through linkage to resources and the provision of support and advocacy to ensure individualized needs are addressed and resolved. The Senior Resident Case Manager is a member of the residential supportive services team and takes the lead in working with other members of the Residence Management Team to ensure that each resident receives the level of support they require to achieve and maintain personal stability. This position reports directly to the Housing Manager.

ESSENTIAL FUNCTIONS

- Provide individualized case management services to residents; create individual service plans with residents that address each residents' needs and goals, identify and provide needed resources and referrals
- Assist residents in maintaining housing by increasing life and social skills, ensuring financial security, and linking residents to mental and physical health services and substance abuse treatment when necessary
- Provide follow-up to and advocacy for residents to ensure needs are addressed effectively; engage Residence and Clinical Health Services Teams in creatively resolving individual resident barriers and linking residents to resources
- Identify and collaborate with external service providers to meet resident needs
- Maintain accurate and timely records on residents and services provided to each resident
- Provide supervision and guidance to interns and volunteers in the provision of services to residents; serve as the liaison for the Residence Team to the Volunteer Department
- Provide crisis intervention and group facilitation as necessary
- Develop and maintain relationships with residents, staff and local service providers, participate in community meetings/events that benefit residents, and serve as a representative of DWC at community events
- Provide monthly written reports to the Housing Manager; additional reports may be assigned as-needed
- Provide staff coverage of the Residence as needed
- Other duties as assigned to support the mission of the organization

NECESSARY SKILLS/QUALIFICATIONS

- Three – five years experience working as a Case Manager/similar position and knowledge of community resources required
- Bachelor's degree in social work or related field, MSW preferred; strong knowledge of the complexity of poverty and women's homelessness, mental illness, trauma, substance abuse, health issues, and older adults preferred
- Familiarity with permanent supportive housing model or other residential or shelter facilities in Los Angeles
- Excellent active listening and crisis intervention skills with ability to exercise and model good judgment
- Strong interpersonal, written and oral communication skills; proven ability to communicate with diverse audiences
- Ability to manage multiple tasks and priorities, including proficiency in balancing direct service responsibilities with effective record keeping
- Strong administrative skills and proficiency in Microsoft Office Suite (Word, Excel, Outlook) required
- Criminal background check and clearance required
- Ability to be flexible with hours when needed
- Current valid California state driver's license, insurance, and vehicle with good driving record
- Oral and written fluency in Spanish and English a plus

SCHEDULE & SALARY: This is a full-time, exempt position, scheduled Monday – Friday 9 AM – 6 PM; with flexibility to work evenings and weekends when necessary, including a minimum of one overnight shift monthly. Salary range \$33,000 - \$38,000/annually depending on qualifications & experience.

TO APPLY: Submit cover letter and resume to HR@DWCweb.org. Please include “Senior Resident Case Manager” in the subject line of your email.