Case Manager  
Home Life Management Center

YWCA Delaware is on a Mission to eliminate racism, empower women, stand up for social justice, help families and strengthen communities. Annually, nearly 6,700 people participate in our comprehensive programs. YWCA Delaware is a leading advocate for women by providing housing, violence prevention and sexual assault crisis services, financial empowerment, racial justice and youth programming. We empower women politically, financially and socially, while fostering the confidence and can-do attitude needed to eliminate barriers and overcome life’s obstacles. We are a statewide organization headquartered in Wilmington, Delaware.

Working at our Home Life Center, the full time Case Manager provides guidance and support for individuals and families who are currently and/or at risk of homelessness on their journey to successfully securing and maintaining permanent, independent housing. The Case Manager identifies and coordinates internal and external resources that best meet the unique needs of the client and ensures access to services to advance economic stability, empowerment, socio-emotional skills, personal health and safety.

We require a Bachelor’s Degree in human services/social work or related field or an equivalent combination of training and experience. Candidates must have three to five years’ experience in human services/social work working with individuals from diverse backgrounds and Case Management experience working with families and individuals in transition. Experience with domestic violence and substance abuse programs desirable. Experience with intake and case management systems required.

Candidates must demonstrate cultural competence and application of trauma-informed care principles, Strong written and oral communication skills, record keeping and assessment, conflict management skills, proficiency in Microsoft Office Suite (Outlook, Word, Excel) and Client Management Information Systems. Bilingual (Spanish/English) strongly preferred. We expect our Case Managers to be compassionate, intuitive, persuasive and able to maintain professional boundaries, demeanor and relationships with clients.

This full-time position is located in Wilmington and reports to the Chief Housing Officer. We offer a competitive salary, 35 hour work week, and comprehensive benefits package. Qualified candidates should send a cover letter, resume and salary requirements to resume@ywcade.org.

To learn more about YWCA Delaware, please visit our website at www.ywcade.org/employment

YWCA Delaware is an equal opportunity employer. We are committed to inclusivity and encourage qualified candidates from all cultures and communities to apply.

No phone calls please.