



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.

We are recruiting for a part-time **Diversion Case Manager** who will work with all referred CMIS homeless participants in Kent and Sussex counties, assisting them in their goal of permanent housing primarily through case management and housing services. This includes compliance with YWCA Diversion policies and procedures, goal setting, budgeting and referrals to education/training programs, referrals to any health aspects the family or individual may need, case management, operational finances, intake, data entry/collection, documentation, reporting, and development of landlord & community relationships. The Case Manager reports to the External Housing Manager and will work primarily in local shelters facilities.

We need an experienced person who has:

- Bachelor's degree in Human Services preferred or equivalent combination of training and experience,
- Three to five years' experience in human services/social work, including domestic violence and substance abuse.
- One to three years Case Management experience working with families and individuals in transition.
- Proficient with data collection, input, retrieval and report generation, CMIS or HMIS systems preferred.

Critical skills for the Case Manager to possess include:

- Bilingual (English/Spanish) strongly preferred,
- Strong written and oral communication skills,
- Highly organized. Skilled in record keeping, assessment and report writing,
- Proven ability to communicate with a diverse group of people,
- Compassionate, able to read people and positively influence them
- Conflict management skills,
- Ability to maintain professional demeanor and relationships with program participants.

This is a part-time, 15 hour per week position. Qualified candidates should send a cover letter to resume@ywcade.org

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

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