

## “Women’s Residency” Engagement Specialist

Do you have a passion to help others and work with adults in need of support? Do you want to turn your passion for caring into a career? **We need you** to come and join our team! The YWCA is looking for engagement specialists for our Downtown facility which provides permanent supportive housing for over 90 women residents. This is a PERFECT opportunity for individuals who want to serve the community in an environment where you can impact the lives of others each and every day.

Schedule: 1<sup>st</sup> Shift, Monday and Tuesday, 7:00am – 3:00pm  
3<sup>rd</sup> Shift, Friday, 11:00pm – 7:00am

### Responsibilities:

- Work directly with YWCA Residents to ensure quality customer service.
- Orient new residents to the available programming. Services, rules, and regulations of the YWCA as outlined in the Resident Handbook.
- Maintain clear and precise data and case notes, including careful documentation of all relevant client interactions.
- Maintain organized and updated tracking of client participation in YWCA programming and submit monthly tracking reports to Engagement Team Manager in a timely manner.
- Maintain an ongoing curriculum of social, recreational, and educational activities for residents in coordination with other Resident Staff.

### Requirements:

- Two-year degree in Social Work or related field preferred.

### Experience:

- 2 – 4 years’ experience working with homelessness, mental health, and/or chemical dependency strongly encouraged.

### Required Knowledge, Skills, and Abilities:

- Enthusiasm for “housing first” model
- Dedication to excellent customer services
- Strong oral and written communications skills; attention to detail
- Ability to effectively communicate with highly diverse populations
- Ability to work efficiently with the internet, email, and Microsoft Word
- Commitment to and aptitude for working in a team environment
- Valid Ohio Driver’s License and insurance or insurability, and access to reliable transportation

Benefits:

- Work in an environment where you can impact the lives of others each and every day
- Medical, dental, vision insurance to eligible individuals
- Retirement Plan and 401k for eligible employees
- Discounted child care for your children
- Join a team of dedicated professionals who genuinely care about the people they serve

Posting Open until 2/18/2019

Email resumes to [careers@ywcacolumbus.org](mailto:careers@ywcacolumbus.org).