

Justice for Montanans AmeriCorps Member YWCA – Intake & Outreach/Housing Advocate



Justice for Montanans members help empower low to moderate income Montanans to advocate for their legal right and increase access to justice.

Term of Service: September 2021 – August 2022

Service Schedule: Member will serve a minimum of 1,700 hours over a 48-week term and receive a living stipend every two weeks. Member may take approximately 2 weeks of combined vacation and sick time as well as 10 holidays during the term which will not count towards the 1,700 hour requirement. Member will typically serve 5 days, 40 hours per week. This could be Sunday through Saturday and you and your supervisor will create a schedule that works for you and the YWCA after you've accepted a position. Member will serve in Missoula, Montana.

Position Summary:

Make a difference for low-income Montanans and learn about the legal system as a member of Justice for Montanans serving with YWCA. The Housing Advocate position is responsible for the case management of the YWCA's Family Housing Center for homeless individuals and families. Performance of duties reflects the YWCA value that all human beings will be treated with respect and dignity and approached with recognition of their individual importance. Supervisor for this position is Kim Stevens-Falconer.

AmeriCorps members will uphold the goals of the Justice for Montanans Program by increasing access to justice for low to moderate income Montanans.

Specific Position Responsibilities:

Personnel:

- Acts as a positive role model through hard work, fairness, flexibility and commitment to communication.
- Assures the consistent application of personnel policies, and effectively communicates changes in YWCA policies to assigned staff and volunteers.

Administrative:

- Completes intake and background checks for the Family Housing Center
- Ensures that program guidelines and policies are being met by participants.
- Maintains and completes appropriate documents and case files for each participant.
- Helps foster a sense of personal strength and self-sufficiency in participants.
- Provides intensive case management services to clients and maintains participant files including case notes.
- Inspects housing units on a weekly basis and coordinates their upkeep and maintenance
- Weekly shifts with the Walk-In for Service hours to assist with community members seeking services
- Will be trained in Missoula's Coordinated Entry System procedures and will complete assessments with eligible participants.

- Advocates for participants in a cooperative manner with other agencies, law enforcement personnel, and other officials as needed. Coordinates comprehensive services with community agencies.
- Conducts follow-up evaluations of housing and economic status, and provides services for program graduates. Solicits regular feedback from participants about program effectiveness, and makes appropriate changes to better serve the program participants.
- Alerts Family Housing Center Manager and others as appropriate, to areas of concern.
- Meets with the Family Housing Center Manager and participants regarding concerns with participants, including termination of program participation.
- Generates new ideas to improve the Housing programs.
- Submits reports as needed.
- Attends regular community meetings on housing, homelessness, and/or domestic violence.
- Ability to sit for extended periods of time, stand, bend and lift up to twenty-five pounds as needed.
- Exposure to difficult situations and emotionally taxing client circumstances, including physical aggression, and unpleasant living conditions, may be encountered.

General:

- Attends staff meetings.
- Promotes a sense of safety and security among participants, and ensures participant confidentiality.
- Acts as a positive role model to YWCA participants.
- Participates in performance appraisals as appropriate.
- Adheres to YWCA policy and procedures.
- Reports incidents of child abuse to Child Protective Services, Family Housing Center Manager, and Director of Programs.
- Acts as responsible team member.
- Demonstrates energy and enthusiasm for work.
- Ability to successfully offer, accept, and act on constructive criticism.
- Exhibits a warm, friendly attitude toward clients, children, employees, volunteers, and general public.
- Displays awareness of and ability to deal with diversity among people, including disabilities among clients.
- Shows competence as an information source about the YWCA and related Missoula agencies.
- Displays a neat appearance and competent manner.
- Performs other related duties as assigned.

Minimum Requirements:

- Over 18 with a high school diploma or GED; college degree or equivalent work experience preferred
- A United States citizen, United States National, or legal permanent resident alien
- Ability to take initiative, handle multiple projects, track details essential to project completion, analyze information, and meet deadlines
- Strong ability to communicate effectively orally and in writing with diverse groups of people



- Demonstrate good interpersonal skills, public relations and ability to network with professionals
- Demonstrated ability to work independently and as part of a team
- Ability to appropriately handle confidential information and willingness to sign a confidentiality policy
- Basic computer proficiency including Word & some knowledge of Excel and Power Point
- Passion for increasing access to justice and assisting low-income individuals
- A driver's license and personal means of transportation within the state of Montana are highly recommended
- Must pass a national service criminal history check due to contact with vulnerable populations
- Qualified individuals with disabilities and those from diverse backgrounds are strongly encouraged to apply. We provide reasonable accommodations for qualified individuals.

Benefits:

- Living allowance of \$15,100 over 48-week term of service
- An AmeriCorps Education Award of \$6,495 upon successful completion of service. This award can be used to pay education costs at qualified institutions of higher education, for educational training and resources, or to repay qualified student loans. Members aged 55 and over may transfer the education award to a child, grandchild or foster child.
- Eligible for deferment or forbearance on qualified student loans
- Guaranteed health benefits and child care assistance if qualified
- Hands-on experience and training working in the legal field
- Opportunity to live, serve, and be part of the AmeriCorps team in the state of Montana

*I have read this position description _____ Date: _____

Member Signature

Questions? Contact Mēghan Scott: jfm@mtlsa.org or 406-442-9830 x143

To apply please visit www.justiceformontanans.org

