

KENOSHA HUMAN DEVELOPMENT SERVICES, INC.

3536 52nd Street
Kenosha, WI 53144



Division/Department:	Homeless Assistance Services		
Location:	Main Office		
Job Title:	Caseworker/Project YELLOW Door TH/RRH		
Reports To:	Homeless Services Program Manager		
Type of position:	FLSA Status:	Schedule:	
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Contractor	<input checked="" type="checkbox"/> Non-Exempt	40 hours per week or as demanded by the job
<input type="checkbox"/> Part-time	<input type="checkbox"/> Intern	<input type="checkbox"/> Exempt	

POSITION SUMMARY

The caseworker for Project YELLOW Door provides comprehensive supportive services to young adults 18-24 experiencing homelessness in scattered site living arrangements. Using a person centered, trauma informed approach to service delivery, the caseworker is responsible for assessing need, developing and working with a housing stability plan, and applying individualized interventions to assist young adults achieve their self-defined goals.

RESPONSIBILITIES

1. Participate in the program admission process and established goals, which includes:
 - a. Reviewing the Coordinated Entry Assessment and TAY-SPDAT in Wi Homelessness Management Information System (HMI)
 - b. Providing participants with a program orientation at intake meeting
 - c. Acquiring necessary releases of information to gather background information and share information for the required collaboration of services and mainstream resources
 - d. Obtaining third party verification of homelessness that determines eligibility for the program and may include documentation of a disability from a qualified licensed professional
 - e. Understanding and assisting with the management of program and system performance measures
 - f. Participating in the bi-annual Point-in-Time Event
 - g. Collaborating with Emergency Shelters, Homeless Outreach Workers and other service providers working with homeless individuals and families

2. Provide case management services to program participants on a regular and consistent basis as determined by the individual's service plan. Case management includes the following:
 - a. Assess, plan, coordinate, implement and evaluate the overall service delivered to the participant
 - b. Assist clients obtain safe secure living arrangements by teaching apartment searching skills
 - c. Assist clients move in and out of apartments/houses
 - d. Help participants learn to live in housing, maintain their housing in a safe manner, maintain positive rapport with neighbors and the landlord
 - e. Create a comprehensive Housing and Employment Stability Plan with the participant and provide appropriate interventions to assist with goal achievement
 - f. Learn and Implement concepts of Positive Youth Development
 - g. Help participants create support systems and participate in the community, as they desire.
 - h. Provide individualized budgeting and money management skills to program participants as needed
 - i. Teach basic, intermediate and advanced social skills based on need
 - j. Collaborate with Landlords and Other Community Service Providers
 - k. Coordinate opportunities for educational advancement, such as GED preparation and attainment, post-secondary training, and vocational education
 - l. Assist with job preparation and attainment, such as career counseling, job preparation training, dress and grooming, job placement and job maintenance
 - m. Provide assistance in accessing mainstream benefits, including food stamps, childcare assistance, and health insurance
 - n. Assist participant access Mental Health, AODA and Medical services as needed
 - o. Provide assistance with ensuring participants have access to food and clothing
 - p. Provide transportation and assist in developing transportation skill.
 - q. Develop and run weekly Life Skills Groups
 - r. Work with the participant to establish a discharge plan six months prior to program exit and work with that participant intensively to ensure exit to self-sufficiency and housing stability
3. Learn and Implement concepts of Positive Youth Development
4. Ensure documentation is complete and accurate
 - a. Use Client Tracking System to document client contacts and progress
 - b. Complete data entry and data clean up in HMIS as required
 - c. Complete check request and upload housing documents on a monthly basis and submit on time
 - d. Complete and maintain client files and ensure the information matches the data entered in HMIS
 - e. Complete and file discharge plans appropriately
5. Meet with supervisors to review program, paperwork and case management issues
6. Understand cultural diversity and show respect/sensitivity for others' values and culture
7. Promote a harassment-free environment

RELATIONSHIP DEVELOPMENT

1. Is responsible for creating a positive, relaxed and supportive environment
 - a. Actively engages clients in amicable conversation, shares in activities and responds to needs/requests in a timely fashion
 - b. Accepts and respects the client's circumstances, asks about feelings and interests; validates feelings with empathy, offers encouragement; celebrates accomplishments

EFFECTIVE TEACHING

1. Promotes a strength-based approach to teaching functional skills
 - a. Teaching interactions include positive, supportive quality components (i.e. voice tone, enthusiasm, appropriate physical proximity, and eye contact)
 - b. Skills, routines, and program expectations are preventively taught, specific praise is given to reinforce positive behavior, constructive feedback teaches a replacement skill; safe, planned de-escalation techniques are used in response to aggressive/challenging behavior
 - c. Perceives and responds directly to teaching and problem-solving opportunities
 - d. Teaching components include praise, empathy, specific skills and behavioral descriptions, and goal-centered rationales

TREATMENT PLANNING

1. Identifies the treatment needs of the client and collaborates on an agreed upon plan to achieve their goals
 - a. Assesses the client's strengths and challenges, develops a realistic plan along with the client
 - b. Provides services and collaborates with community resources
 - c. Identifies and teaches treatment-specific skills that support the client's success

PROFESSIONALISM

1. Conduct oneself in a professional manner
 - a. Maintain the confidentiality and other rights of participants, families and staff and follow HIPPA Guidelines for all verbal and written communication
 - b. Problem-solve difficult situations in a timely manner
 - c. Manage difficult or emotional consumer situations by responding promptly to needs, requests for assistance and services
 - d. Give, receive and act upon feedback from supervisors and co-workers in an appropriate manner
 - e. Maintain professional boundaries with consumers and co-workers at all times
 - f. Understand cultural diversity and have respect for others' values and culture
 - g. Attend training as requested by supervisors
 - h. Other tasks as assigned by supervisors

QUALIFICATIONS: Bachelor's Degree in a human service-related field and/or experience working with individuals and families experiencing homelessness and/or other issues that put individuals at risk of housing instability.

1. Ability to effectively communicate, both written and verbally, in the English language
2. Must have reliable transportation and valid driver's license with good driving record
3. Must carry own auto insurance with at least 100,000/300,000/100,000 coverage
4. Ability to maintain records and document case notes daily
5. Ability to give and accept feedback as a part of a team
6. Ability to traverse within the workspace and community frequently
7. Be willing to learn and work with the treatment philosophies
8. Bilingual in Spanish a plus
9. People with lived experience of homelessness strongly encouraged to apply

*If you are interested, please apply online at www.khds.org by **March 7th, 2025***

Follow the [Employment Opportunities](#) link to apply

For questions regarding the application process, please contact HR staff at:

jroman@khds.org or 262-764-8555

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