

Job Description: Case Manager

Employment Type: Full-Time

FLSA Status: Exempt

Department: Fernhurst Residence

Location: O'ahu, Hawai'i

Reports to: Program Manager (or designated supervisor)

Organization Overview

YWCA O'ahu's mission is empowering women and eliminating racism. Across three locations on O'ahu, YWCA provides safe housing, supportive services, and pathways to stability for women seeking safety, independence, and economic security. This position is based at the Fernhurst Residence, a residential living facility in Makiki, Honolulu, that provides a place of shelter, safety, and hope for women transitioning toward permanent housing.

Position Summary

Responsible for providing trauma-informed, participant-centered case management services to Fernhurst program participants. Works collaboratively with participants, staff, and community partners to promote safety, stability, self-sufficiency, and successful community integration. Utilizes a strengths-based, culturally responsive approach that recognizes the impact of trauma, builds on participant resilience, and supports individualized goal achievement. The ideal candidate demonstrates compassion, professionalism, sound judgment, strong personal boundaries, and a commitment to empowerment and social justice. Fernhurst is a 24-hour, 7-day-a-week residential program; therefore, the Case Manager must be flexible to work weekends, evenings, and overnight shifts if coverage is needed.

Job Duties

Conduct comprehensive strengths-based assessments to identify participant needs, barriers, goals, and available supports.

Utilize trauma-informed, participant-centered practices that promote safety, trust, choice, collaboration, empowerment, and respect for participant autonomy.

Develop and implement individualized service plans in partnership with participants, recognizing their strengths, preferences, and personal goals.

Support participants in developing life skills, problem-solving strategies, self-advocacy, and independent living skills.

Use motivational interviewing and other evidence-informed engagement techniques to encourage participant progress and goal attainment.

Provide crisis intervention, de-escalation, and emotional support while maintaining appropriate professional boundaries.

Support participants experiencing behavioral health challenges, substance use concerns, domestic violence, housing instability, or other barriers through assessment, referral, and advocacy.

Collaborate with community providers to ensure coordinated care and continuity of services.

Advocate for participant access to housing, employment, healthcare, education, benefits, legal assistance, and other community resources.

Maintain accurate, confidential, and timely documentation in accordance with agency, funding, and regulatory requirements.

Foster an inclusive, culturally responsive environment that honors diverse backgrounds, identities, and lived experiences.

Supervise interns and/or volunteers as assigned.

Attend program meetings, staff meetings, trainings, and other required meetings.

Support participants in resolving conflicts and responding appropriately during crisis situations.

Facilitate learning circles, workshops, support groups, and participant meetings.

Assist in planning and implementing events, activities.

Maintain follow-up contact with former participants as required by program guidelines and document all correspondence.

Assist with special projects and other duties as assigned.

Represent YWCA and Fernhurst in the community as requested and maintain positive working relationships with community organizations and partners.

Other duties as assigned.

Supervisory Responsibilities

This position has no direct supervisory responsibilities.

Education and Experience

Bachelor's degree in Social Work, Human Services, Psychology, Sociology, Counseling, or a

related field required or equivalent combination of education and experience. Experience working with women, survivors of trauma, individuals experiencing homelessness, behavioral health needs, substance use disorders, domestic violence, or other vulnerable populations preferred. Knowledge of trauma-informed care, motivational interviewing, crisis intervention, and community resources strongly preferred.

Behavioral Characteristics

Dependability
Integrity
Professionalism
Time Management
Cultural Humility and Respect
Trauma-Informed Practice
Empathy and Compassion
Strong Interpersonal Skills
Adaptability and Resilience
Conflict Resolution and De-escalation Skills
Sound Judgment and Ethical Decision Making
Commitment to Participant Empowerment
Ability to Maintain Healthy Professional Boundaries

Computer Skills

- Microsoft Office Suite

Experience with client relationship management database preferred but not required.

Certifications and Licensing

- Valid Driver's License

Physical Demands

The employee may occasionally lift and/or move up to 25 pounds. Reasonable accommodations may be made for qualified individuals with disabilities.

Work Environment

The noise level in the work environment is typically moderate.