



Job Description

Case Manager, Community Based Shelter Program

About the agency: FamilyAid Boston empowers parents and caregivers facing homelessness to secure and sustain housing and build foundations for their children's futures. Our dedicated, resourceful staff works in partnership with parents facing housing crises to develop safe, stable housing solutions that build on families' strengths and meet their unique needs.

FamilyAid Boston's programs include homelessness prevention, emergency shelter, and supportive affordable housing for parents and children at risk of or experiencing homelessness. Each family we work with receives comprehensive social services designed to help them build a foundation for long-term housing stability.

FamilyAid Boston is a supportive, collaborative, and diverse workplace where staff from various departments work together to achieve our mission. Agency leadership supports staff in their professional growth and maintaining work/life balance. We provide frequent opportunities for staff to build community outside of the typical workday. We offer competitive salaries, health and dental plans, 403b retirement, and a generous paid time off package.

Summary: The case manager provides supportive services to a caseload of families living in a shelter setting, as well as to families who have recently moved from shelter into permanent housing. This position prioritizes developing and implementing plans that assist families' transition from shelter to permanent housing within guidelines established by program and contract holder Department of Housing and Community Development (DHCD), and to support recently housed families in maintaining long term housing stability.

Duties and Responsibilities:

Case Management

- Assess families for strengths and needs, develops plan to best meet goals defined by family, staff, and DHCD.
- Maintain caseload of families participating in the shelter and stabilization programs. Provide ongoing case management to promote eventual stability in permanent housing.
- Adapt case management services to best meet the needs of each family, with a focus on the safety of all members of each family served.
- Refers participants for external services as appropriate and maintain working relationships with providers to promote effective service delivery.
- Conduct regular home visits to support family, monitor property for safety and upkeep, and implement plans.
- Respond to family related crises and provides appropriate interventions as needed.
- Make every effort to remain flexible for time and location of case management meetings, to best serve the needs of families on caseload.
- Work with families to ensure housing attainment and retention to meet program goals.

Compliance

- Develop plans for rehousing and program participation according to contract expectations.
- Maintain clear, non-judgmental documentation in clients' files. Completes data entry and other documentation on a timely basis that meets contract expectations.
- Participate in weekly supervision, and professional development as determined in performance evaluations.
- Maintain confidentiality of all client files and information.

Collaboration

- Using a team approach, coordinate the delivery of internal housing, employment, and property related services to each family.
- Collaborate with external organizations such as the Department of Children and Families, health providers, schools and police departments to ensure the safety and well-being of children in our programs.
- Provide coverage for program intakes.
- Provide staff coverage at offsite co-shelter program.
- Participate in all staff, team and clinical meetings.
- Assume other responsibilities as requested by supervisory staff.

Leadership

- Possess strong core ethics, integrity, and accountability consistent with FamilyAid Boston's Mission, Vision and Values.
- Align and lead self and staff towards achievement of FamilyAid Boston's mission, vision, values, strategic plan and annual operational and financial plans.
- Identify internal and external expectations and exceed them.
- Work in a manner that is diplomatic, inclusive, transparent, communicative, open and fair.
- Promote a high performance culture.
- Serve as a reliable and upbeat colleague in collaborative efforts to achieve the agency's annual goals and objectives.
- Work in sync with program leadership and staff to ensure shelter guest's satisfaction and safety.
- Undertake other duties/or assignments as assigned by Program Supervisor, Assistant Director, or Director

Qualifications:

- BSW Degree preferred, with experience in social services.
- Bilingual/bicultural and MSW degree a plus.
- Ability to work in office and field based settings with a diverse, homeless population.
- Flexibility and compassion essential.

Supervision: Program Supervisor

Location: This position is based at 727 Atlantic Avenue, Boston MA

Work Schedule: Full-time, 40 hours/week. Days and hours to be determined, with the flexibility to best meet client and program needs. Some evening availability required.

FamilyAid Boston is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation, or age.

