



Job Description Stabilization Case Manager

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 Stabilization Case Manager provides ongoing supportive services families residing in permanent housing. The Case Manager role is to provide individualized supports and interventions needed to assist each family in maintaining safe and affordable housing and increasing family stability.

Duties & Responsibilities:

- Assess short and long term stabilization and housing needs and, together with family, develop a plan to address those needs. Review and update plan at regular intervals.
- Help family establish residential stability and strengthen connections to the neighborhood, schools, medical providers, employment services, and other resources as needed.
- Assist family with all aspects of managing tenancy, including communication and collaboration with landlords.
- Provide advocacy, education, and crisis management when necessary to prevent housing disruption.
- Work with families around budgeting and financial management and refer to community programs as appropriate.
- Provide advocacy for basic needs and other main stream benefits including food, medical care, education, etc.
- Routine home visits to support and assist family.
- Accompany family to housing interviews and appointments, and support family in meeting requirements associated with housing subsidy.
- Work with finance department to ensure timely payments.
- Monitor client progress and complete regular documentation and reporting.
- Participate in staff, team, and clinical meetings.
- Participate in supervision and professional development.
- Provide monthly updates on client progress for reporting purposes as needed.
- Maintain open communication with funders and collaborate with housing agencies.

- Provide documentations and reports as required by funders and housing agencies.
- Assume other responsibilities as requested by supervisor.

Leadership:

- Possesses strong core ethics, integrity, and accountability consistent with FamilyAid Boston's Mission, Vision and Values.
- Identifies internal and external expectations and exceeds them.
- Sees beyond the present, and adapts to meet changing goals and priorities.
- Promotes/participates in a high performance culture.
- Leads/works in a manner that is diplomatic, inclusive, transparent, communicative, open and fair.
- Serves as a reliable and upbeat colleague in collaborative efforts to achieve the agency's annual goals and objectives.

Qualifications:

- BA with 3 or more years of case management experience.
- Demonstrated ability to work in office, field-based, and community based settings with a diverse, homeless population.
- Ability to work with families/individuals from diverse social, cultural and ethnic backgrounds in a culturally sensitive, team oriented, and strength based approach.
- Bilingual Spanish or Haitian Creole strongly encouraged
- Ability to work independently.
- Ability to manage competing priorities.
- Valid MA Driver's license

Work Schedule: Full-time, 40 hours. Ability to work some evenings as needed to accommodate client schedules. Ability to work two weekdays from 10:30AM-7:00 PM.

Supervision: Reports to Director of Housing and Prevention Services

Location: This position is based at 727 Atlantic Avenue, Boston MA 02111

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.

If you are interested, please email or mail a cover letter and resume to:

Human Resources

FamilyAid Boston

727 Atlantic Ave

Boston, MA 02111

Email: hr@familyaidboston.org