

Position Title: Health Starts at Home Housing Case Manager/Care Coordinator
Reports To: Director of Housing Services

Hours: 40
Benefits: Full

Position Summary

Reporting to the Director of Housing Services, the Care Coordinator will be responsible for providing housing and case management assistance to families who are experiencing housing instability. The Care Coordinator will be responsible for assessing each family, linking them to needed services and providing follow-up case management services to ensure stability.

Agency & Program Background

Project Hope works in partnership with families so they can move up and out of poverty. We do this by being a catalyst for change in the lives of families and in the systems that keep them poor; developing and providing family support solutions for homelessness and poverty; and advocating for just public policies that strengthen families.

Located in Boston's Dudley Street neighborhood, Project Hope is at the forefront of efforts in the city to move families beyond homelessness and poverty. It was founded in 1981 by the Little Sisters of the Assumption who first settled in the Dudley area in 1947 to live and work with the neighborhood families. In the 1980s when family homelessness became a crisis in Boston and the state, the Sisters opened their doors and welcomed families to stay with them, and Project Hope was launched. Once best known as a family shelter, today Project Hope offers an array of services to assist families – especially low-income single mothers – in gaining the resources and skills to overcome their impoverished circumstances.

In 2006, Project Hope opened an attractive Community Building on Dudley Street – the first LEED Silver certified, earth-friendly building in Roxbury – to serve as its headquarters and a neighborhood center for job training, adult education, housing counseling, community empowerment, and more. Just a few blocks away, the original site remains home to the family shelter and child care center.

Responsibilities

- Accept referrals from Boston Medical Center Emergency Department. Families will be screened by Children's Health Watch staff and if eligible, they will be referred to Project Hope;
- Build trust with each family, and conduct a non-judgmental, strength-based assessment of the family's housing situation and overall strengths and needs;
- Work together with each family to develop an Individualized Family Service Plan, which will include a plan to address the family's housing crisis;
- Address the family's immediate housing need by providing housing search, referring to Boston Housing Authority, obtaining flexible funding, or negotiating with the landlord, Housing Authority or Property Manager to prevent an eviction;
- Refer families to Nuestra Comunidad for benefits maximization and financial literacy and coaching and connect with Nuestra staff to ensure coordination of services;
- Refer families with legal needs to the Medical-Legal Partnership.

- Connect the family with needed resources and services and follow-up with the family service plan;
- Assess education and workforce development needs and make referrals to Project Hope's Adult Education Department, Workforce Development Department, or external adult basic education, job preparation or employment programs;
- Once the immediate housing crisis has been resolved and the tenancy has been stabilized or the family has been placed into new housing, provide ongoing case management support, work together to set goals, and follow-up to assist the family in reaching these goals.
- Attend training on the Problem-Solving Education model and incorporate these techniques into the approach with families;
- Attend other internal case manager trainings and meetings and outside trainings as needed;
- Attend regular department staff meetings, all Project Hope staff meetings, and case reviews, as needed.
- Enter all data into Efforts to Outcomes (ETO) including but not limited to: case notes, assessments, and housing outcomes;
- Cultivate knowledge of area resources and benefit programs and participate in established collaborations with other agencies;
- Communicate effectively with other agencies participating in this collaboration, including Children's Health Watch, Boston Housing Authority, Medical Legal Partnership, and Nuestra Comunidad;
- Other duties as assigned by supervisor.

Qualifications:

- 3-5 years of housing search experience and/or case management experience required;
- A bachelor's degree in social work or a related field preferred;
- Proven ability and experience working successfully with high risk families, communities, and culturally diverse populations. Knowledge of poverty issues/concerns and resources.
- Ability to work with and set appropriate boundaries with clients who may have mental health, substance abuse, and/or domestic violence issues;
- An ability to work closely with a team of direct service staff, as well as an ability to work with a diverse group of people;
- A demonstrated ability to work independently;
- Possess excellent interpersonal skills, demonstrate healthy relationship building and maintain well established professional boundaries with families.
- Excellent written and oral communication skills, as well as organizational and time management skills.
- Bilingual (Spanish) required.

Education Requirements:

- Bachelor's degree in social work or a related field preferred

Contact:

Please email or mail cover letters and resumes to:

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Project Hope values diversity in its workforce and candidates from a wide range of backgrounds are encouraged to apply