

Position Title: Housing Family Partner
(Homelessness Prevention Specialist)

Hours: 40
Benefits: Full

Position Summary

Reporting to the Family Partner Manager, the Housing Case Manager is responsible for providing case management (which includes accessing homelessness prevention resources) to families in order to help them avoid homelessness. The Housing Case Manager will be responsible for providing intervention and follow-up case management services for families who have been referred for homelessness prevention services through partner agencies and/or received eviction prevention funding and services through Project Hope's community walk-in process, as well as other families assigned by his/her supervisor.

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

- Conduct in-depth client assessments in a thoughtful and compassionate manner;
- Develop Individualized Family Service Plans (IFSP) with all clients, setting goals that will lead to long-term stability;
- Identify all potential housing solutions and resources for each client and work in partnership with the client to determine next steps;
- Assist clients with applications for eviction prevention funding;
- Collect needed documentation required for appropriate funding sources;
- Maintain good communication with property owners and mediate tenant-landlord disputes as necessary;

- Assist clients with housing search if necessary;
- Assist program participants in developing good tenancies;
- Determine which programs, services and benefits the family may be eligible for and assist the family with the application process;
- Assist clients with money management skills such as budgeting and savings plans;
- 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;
- Maintain regular contact with clients for 12-18 months after housing intervention;
- Enter all data into Efforts to Outcomes (ETO) data system, including but not limited to: HUD Assessments, the Project Hope Assessment, case notes, and housing placement/eviction prevention touchpoints;
- Maintain positive relationships with community-based agencies by making appropriate referrals and by meeting with representatives from other agencies as needed to ensure efficient and effective service delivery;
- Cultivate knowledge of area resources and benefit programs and participate in established collaborations with other agencies;
- Participate in staff and team activities including Housing and Case Management staff meetings and trainings;
- Other duties as assigned by supervisor.

Qualifications:

- Minimum of three years of eviction prevention and/or housing search experience.
- 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.
- Knowledge of MA eviction process and tenants' rights strongly preferred.
- Ability to work with and establish critical community resources and build strong professional linkages.
- Excellent interpersonal skills and experience building healthy relationships and maintaining well-established professional boundaries with families.
- Excellent written and oral communication skills
- Excellent organizational and time management skills.
- Experience with data collection, report writing, and outcome-driven programs.
- Bilingual (Spanish) preferred.

Education Requirements:

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

Contact:

- Please submit cover letter and resume to: pcomfrey@prohope.org

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