



## **Wellspring House, Inc.**

### **Multilingual Shelter & Family Stabilization Case Manager – Gloucester / North Shore**

#### **Who We Are**

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial stability through stable housing, education, job training and career readiness.

**Reports To:** Director of Shelter Services & Housing Opportunities

**FLSA Status:** Non-exempt, 40 hours per week

**Wages:** \$25.00 - \$26.50 / hour

**Benefits:** Generous benefits package includes BCBS medical, Delta Dental, life and disability insurances, 3% matching, SIMPLE IRA, sick days, 3 weeks of paid vacation, and 13 paid holidays

#### **Required Qualifications and Experience**

- 3-5 years of experience serving in a capacity of assessing client/customer needs.
- Strong commitment to social justice and transformative work with families.
- Knowledge of issues and experience working with families dealing with homelessness, trauma, and/or substance use.
- Associate's Degree or equivalent skills and experience for writing, reading comprehension, and professional communication.
- Strong competencies with the Microsoft Office software suite.
- Fluency in Spanish and/or Haitian Creole, preferably spoken regularly as an everyday language.
- CPR/First Aid certification (can be obtained upon hire).

#### **Essential Duties and Responsibilities**

The Multilingual Shelter & Family Stabilization Case Manager is a new position created as Wellspring is expanding its Shelter and Stabilization Program in response to a current housing crisis on the North Shore and across Massachusetts. Our organization, in partnership with the Executive Office of Housing and Livable Communities (EOHLC) is providing intensive support services to families living temporarily at a hotel site in Peabody, MA. Wellspring has been working closely with families, making arrangements for

relocation to rented apartments in Gloucester, MA, close to our free-standing congregate shelter facility. Wellspring will support families in this more independent setting as they prepare to be financially self-sufficient and take over tenancy in their own names, either in Gloucester or in another home community. The incoming Family Stabilization Case Manager will work closely with families who are currently in and transitioning out of Emergency Assistance Shelter placements, remaining involved with families for up to 24-months following housing placement. They may also be assigned to provide Stabilization services to families participating in the HomeBASE rental assistance program outside of Gloucester.

- Serve as the case manager for English and non-English speaking families
- Welcome families, review EOHLC Uniform Shelter Rules and Guidelines and reinforce throughout their EA placement
- Responsible for entering all required data in the State's ETO (Efforts to Outcomes/HMIS) system
- Meet at least once weekly with assigned families
- Assist families in developing a monthly goal plan, e.g. education/work, budgeting, and track progress
- Issue Non-Compliances as needed and work with family to remedy if possible
- Facilitate connections to community services as appropriate for needs of families, e.g. childcare and school enrollments, mental health referrals, health care, DTA, domestic violence services
- Participate in case conferences with family and other service providers, e.g. EOHLC, FOR Families, DCF
- Assist families in applying for all affordable/sustainable housing options available to ensure a move from shelter as quickly as possible
- Help each family to complete housing applications, schedule apartment viewings, resolve arrearages or barriers to housing placement, assist with CORI and credit checks
- Coordinate with other service providers as needed
- Attend staff meetings and Intensive Case Management meetings as directed
- Maintain a case management caseload for 1-2 years to support families throughout the North Shore region who are participating in the HomeBASE rental assistance program, and are working towards longer-term goals of financial stability:
  - Coach and encourage families to follow a reasonable budget to meet their needs by utilizing all community programs including food banks, free meals at school, fuel assistance as well as identifying problem areas of spending.

- Maintain data in both EOHLIC's ETO system and Wellspring's Apricot Database including monthly touchpoints, assessments, goals and outcomes.
- Attend regional North Shore 'Providers' meetings and local CARE Network meetings.
- Maintain and increase positive, team-oriented working relationships with local supportive service agencies, and state and non-profit agencies.

Other duties as assigned. Job responsibilities may change as the needs of the organization change.

### **How We Do Our Work**

Wellspring's Family Shelter & Stabilization program brings together a talented staff team who have a good deal of lived and work experience in the area of housing and homelessness. We take a 'whole person' and 'whole family' approach to link families with as many resources as possible including food, childcare, transportation, banking and credit repair opportunities, etc.. Finally, when it's the appropriate time, we link parents with education and job training opportunities both within and outside of Wellspring so that they can start to earn higher wages. The goal is for families to move beyond a period of crisis or financial stress to a new phase of life with stable housing and reliable income.

### **Location and Schedule**

This is a full-time, 40/hour per week role based in Gloucester, MA, with likely caseload work in Peabody, Salem, Beverly and other towns. Wellspring properties are reachable by public transportation. The position includes work-from-home flexibility one day per week.

**Send Initial Application with cover letter and resume to:** [jobs@wellspringhouse.org](mailto:jobs@wellspringhouse.org)

In the subject line, write your name and the position title. We will contact ONLY those individuals selected to continue in the search process. No phone calls please.

Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. We actively seek a diverse pool of candidates for this position.