



## Wellspring House, Inc.

### Homelessness Prevention Advocate – 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:** Homelessness Prevention Manager

**LSA 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.
- Spanish fluency, preferably spoken regularly as an everyday language.
- CPR/First Aid certification (can be obtained upon hire).

#### Essential Duties and Responsibilities

- Cover Wellspring House's Homelessness Prevention Line. This includes screening calls, assessing family's needs and either making referrals to community partners or providing services directly from Wellspring:
  - Provide families with appropriate information to further assist in alternative housing needs and make referrals for supportive services, as needed.
  - Responsibly identify all feasible housing options as well as any funding available for each family in order to secure and maintain stable housing.

- As needed, perform CORI and credit checks with each family as well as secure all vital documents.
- 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, who have received financial support through Wellspring's Homelessness Prevention Fund, 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 EOHLC'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.
- Serve as a member of a multi-person team to cover the EOHLC Front Door Diversion program for the North Shore region, working with families who are eligible for state-sponsored Emergency Assistance services and able to avoid entering a family shelter:
  - Conduct landlord/tenant mediation and advocacy in order to maintain tenant rights as well as avoid evictions.
  - Assess and triage each family's needs while exploring all feasible options including emergency shelter placement, co-housing, multi-generational living and relocation.
  - Collaboratively create and maintain a housing search record and secure all vital documents for each family.
- Maintain and increase positive, team-oriented working relationships with local supportive service agencies, and state and non-profit agencies.
- Provide ongoing assistance and trouble-shooting to families participating in the Family Health Project (in Lynn and/or Boston), as assigned.

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

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

Wellspring's Homelessness Prevention program brings together a series of proactive resources to help local families stay (or become) stably housed. We take a 'whole person' and 'whole family' approach to link families with as many resources as possible. Wellspring is a local, 'one-stop' clearinghouse on Cape Ann and the larger North Shore, connecting families with housing assistance dollars such as HomeBASE or Rental Assistance for Families in Transition (RAFT). We also make referrals to community resources for food, childcare, etc.. Finally, 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 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.