



Title: Multi-lingual Family Shelter Case Manager

Department: Shelter (100)

Classification: Non-exempt

Status: Full-Time

Reports to: Director of Shelter Services & Housing Opportunities

Compensation Range: \$28.85/hour - \$30.29/hour

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 security through stable housing, education, job training and career readiness.

SUMMARY

Wellspring's Family Shelter 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.

WHAT WE SEEK

In response to a current housing crisis on the North Shore and across Massachusetts, Wellspring is expanding its Shelter capacity by creating 'scattered sites' utilizing apartment rentals in the downtown Gloucester area. The Family Shelter Case Manager will work closely with families residing in Wellspring's Family Shelter and scattered sites. The Family Shelter Case Manager will also continue to work with families in Stabilization as they exit the Family Shelter.

ROLES & RESPONSIBILITIES:

- Work on-site at Family Shelter and at scattered site locations with families who are homeless and participating in the Commonwealth of Massachusetts' Emergency Assistance (EA) program.

- Serve as the case manager for English and non-English speaking families
- Welcome families, review EOHLC (Executive Office of Housing & Livable Communities) Uniform Shelter Rules and Guidelines and reinforce throughout their EA placement.
- Responsible for entering all required data in multiple program databases: the State's ETO (Efforts to Outcomes/HMIS) system, Apricot and Office 365.
- 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. children are enrolled in school, mental health referrals, health care, SNAP, DV services, DTA.
- 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.
- Maintain and increase positive, team-oriented working relationships with local supportive service agencies, and state and non-profit agencies.
- Attend staff meetings and Intensive Case Management meetings as directed.
- Manage and coordinate building maintenance appointments and vendor access to the building with the Chief Operating Officer and/or Maintenance Technician, in collaboration with the Director of Shelter Services & Housing Opportunities. Remind staff members on the Shelter Team to appropriately report all property and technology issues via the online Property Maintenance Request system.
- Provide stabilization support for up to 36 months to families who have exited shelter, are participating in the HomeBASE rental assistance program and remain in the North Shore area.
- Landlord/tenant mediation, rights and responsibilities to ensure positive tenancy. Other duties as assigned. Job responsibilities may change as the needs of the organization change.

REQUIRED QUALIFICATIONS:

- 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 experience
- Strong writing, reading comprehension and communication skills
- Competence with the Microsoft Office software suite
- Fluency in English, Spanish and/or Haitian Creole, preferably spoken regularly as an everyday language
- CPR/First Aid certification (can be obtained upon hire)

LOCATION & SCHEDULE

Wellspring's home office is located at 302 Essex Avenue in Gloucester, MA. This position is based out of our Family Shelter and Scattered Sites (all located in downtown Gloucester), with the opportunity to work remotely one day per week. Wellspring is reachable by public transportation. Flexibility for some weekend and evening work is required for events.

COMPENSATION

The wage range for this position is \$28.85/hour - \$30.29/hour. This is a full-time position with wages commensurate with experience and skills. This position is eligible for health insurance, dental insurance, health care and childcare spending accounts, IRA with 3% matching funds, three weeks accrued vacation, paid holidays, and other benefits.

APPLICATION PROCESS

Wellspring is currently accepting applications until the position is filled.

Please send your resume and cover letter via email to: jobs@wellspringhouse.org. In the subject line, write your name and the position title. We will review all submissions, identify candidates, and 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.