Family Shelter and Stabilization Case Manager

Wellspring House | Gloucester, MA

Full-Time (32 Hours/Week) | Non-Exempt

Schedule: Tuesday-Friday, 7:00 AM-3:00 PM

Pay Range: $26-28 per hour

About Wellspring House

Founded in 1981, Wellspring House is a leading nonprofit serving Massachusetts' North Shore. Our mission is to inspire adults and families to achieve employment and financial security through stable housing, education, job training and career readiness.

Position Overview

Wellspring House is seeking a compassionate, organized, and motivated Family Shelter & Stabilization Case Manager to support families experiencing homelessness as they move from crisis to stability. This position provides case management, housing search assistance, and post-shelter stabilization services to families residing in our Family Shelter Program and those transitioning into stable housing.

Using a trauma-informed, family-centered approach, the Case Manager helps families identify goals, access resources, secure housing, and build long-term self-sufficiency.

Essential Responsibilities

Family Case Management

- Provide comprehensive, family-centered case management and individualized goal planning.
- Conduct assessments, identify barriers to stability, and connect families to community resources, benefits, employment, childcare, healthcare, education, and financial literacy supports.
- Advocate for families and maintain accurate documentation in agency and state databases.
- Collaborate closely with Wellspring colleagues across multiple departments to help families make the best use of offerings across the organization.

Housing Search & Rehousing

- Assist families in identifying, applying for, and securing safe and affordable housing.
- Support access to housing subsidies and rental assistance programs, including HomeBASE, MRVP, Section 8, and public housing.
- Coordinate housing applications, apartment viewings, landlord engagement, lease-up activities, and tenant education.
- Build and maintain relationships with landlords, housing authorities, and community partners.

Housing Stabilization

- Provide ongoing stabilization case management to families who transition from shelter into permanent housing.
- · Maintain regular communication and contact, including at least one in-person meeting every month.
- Provide ongoing stabilization services to families after they move into permanent housing, including monthly in-person visits.
- Support housing retention through advocacy, mediation, crisis intervention, resource coordination, and homelessness prevention services.
- Collaborate with families, landlords, and service providers to address challenges and promote long-term housing stability and self-sufficiency.

Qualifications

- Associate degree in Human Services, Social Work, Psychology, Sociology, or related field; equivalent experience considered.
- 3-5 years of experience in case management, housing advocacy, family services, or related human services work.
- A deep commitment to and understanding of housing instability, homelessness, poverty, trauma, mental health, substance use, and related barriers to stability.
- Strong communication, advocacy, problem-solving, and organizational skills.
- Proficiency with Microsoft Office and electronic case management systems.
- Ability to travel locally for home visits, apartment viewings, appointments, and meetings.
- Valid driver's license and reliable transportation preferred.
- Fluency in English required; fluency in Spanish strongly preferred.
- CPR/First Aid certification or willingness to obtain upon hire.

Location: Gloucester, MA (accessible by public transportation)

Wellspring House is an Equal Opportunity Employer and encourages applicants from diverse backgrounds and lived experiences to apply.

APPLICATION PROCESS

Wellspring is currently accepting applications. When the position is filled, this job posting will be removed. Please respond directly to the job posting on Indeed. You may also 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.