



Helping Courageous Moms Lift Their Children Out of Homelessness

Job Description

Title: Case Manager
Reports to: Director of Adult Services

SUMMARY

The Case Manager is responsible for providing service plan development, case management and advocacy as well as teaching families the skills necessary to become self-sufficient. The Case Manager also serves as the key contact to outside agencies on participant's behalf.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

- Complete assessments.
- Develop and implement detailed service plans.
- Meet with participants as needed.
- Make all necessary referrals.
- Support participants during interactions with legal, medical, DHCD, DCF, and other agencies, as needed
- Assist participants to obtain and maintain permanent housing.
- Facilitate educational groups and group meetings.
- Present participant progress at case conferences.
- Maintain up-to-date files.
- Collect, enter and update all required data into the software system and ensure data accuracy.
- Participate in 24 hour on-call system
- Other duties as assigned.

QUALIFICATIONS:

- Bachelor's Degree or Associates with a minimum of three years relevant experience.
- Must be familiar with the impact of homelessness, substance abuse, and domestic violence issues.
- Must have experience working with and advocating for low-income families.
- Demonstrated group facilitation skills.
- Must have extensive knowledge of Boston area human and clinical services.
- Must have good interpersonal skills.
- Must be able to demonstrate a proficiency in advocacy and mediation.

- Excellent written and oral communication skills a must.
- Must be computer literate with a working knowledge of Data Base input and utilization, word processing, e-mail and Internet.
- Participate in 24 hour on-call system
- Must possess a valid driver's license and access to a vehicle.
- Fluency in English and Spanish and / or English and Cape Verdean Creole required.