



Case Manager

430 Rindge Avenue, Cambridge, MA

This position supports two programs: Case Manager for the Families Moving Forward (FMF) program and assisting clients with applying for rental assistance funds administered by Just A Start for our Housing Resources program.

Coach and work in partnership with up to 15 participants as they work to increase their financial and housing stability and health (including behavior and mental health) over two-three years. The Case Manager will be part of a team including financial coaches and other case managers known as “Mobility Mentors”. Assist in recruiting and supporting participants in breaking down goals into manageable steps, overcoming barriers, and problem-solving. Work with participants with tools such as an EMPATH-inspired Bridge to Stability and Resiliency and incentivized goal setting. Encourage the participants to form a strong cohort group. Help organize and lead participant group meetings. Participate in the monitoring and evaluation of the program.

Provide access to rental assistance for clients with a focus on landlord/tenant relationships. Help implement housing stabilization efforts including homelessness prevention case management and provide access to financial assistance as part of the Housing Resources Team. Maintain databases for homeless prevention programs.

KEY RESPONSIBILITIES:

- Be a dedicated Mobility Mentor for up to 15 participants.
- Meet with each participant at least monthly. Some meetings will be at participant homes or out in the community.
- Maintain contact with participants in between in-person meetings to keep them on track toward their goals.
- Assist participants in regular assessments of their strengths and needs to determine where they are on the “Bridge” and to set goals for themselves based on their long-term vision for their families. Monitor progress on goals.
- Assist participants in overcoming barriers through problem solving, conflict resolution, providing support, and motivational coaching.
- With program team, plan, organize and lead 6 evening meetings per year with all the FMF participants around educational topics and peer support.
- Follow a monitoring and evaluation framework to assess the success of the program.
- Enter data and keep records in Salesforce.
- Complete and maintain client files by reviewing paperwork; collecting documentation from clients, property owners, and advocates; and maintaining a caseload of program participants.
- Track all interactions with clients and/or their files by entering outcomes from phone and in-person interactions into appropriate files or data collection tools and software platforms as required.

- Systematize client intake, application, documentation requirements and service delivery to provide homeless prevention financial assistance services for at risk tenants in a timely manner.
- Maintain compliance with grant and funding requirements and regulations.

QUALIFICATIONS:

- Demonstrated ability to work collaboratively with participants to maximize self-determination.
- Understanding of coaching and mentoring practices and skills.
- Cultural competency and ability to establish effective professional relationships with diverse group of participants. Sensitive to the factors affecting people who are low-income.
- Experience in delivering strength-based and trauma-informed services.
- Excellent conflict resolution skills and group facilitation skills.
- Excellent problem solving and people skills.
- Excellent organizational skills.
- Excellent oral and written communication skills.
- Strong Microsoft Office skills and ability to learn Salesforce database system.
- BS/BA preferred and a minimum of 1 - 3 years in a case management/coaching/ or social services role. Equivalent work or lived experience, along with demonstrated skills, will be considered.
- Bi-lingual in Spanish, Haitian Creole, Portuguese, Bengali, Hindi, or Amharic preferred.
- Experience in case management or intake and assessment with households at risk of homelessness.
- Knowledge and experience with resources for low-income and/or homeless individuals and families.

WORK REQUIREMENTS:

- This is a 37.5 hour per week hybrid remote/in-the-office position that is required to be in person at least 3 days per week.
- This position helps create and maintain a welcoming, caring, and learning culture. There will be opportunities to lead and/or participate in community-building efforts across the organization and contribute to dialogues about and across differences in identity, and regarding cultural barriers, racial bias, and workplace norms and expectations.
- All employees and long-term consultants are required to be fully vaccinated and follow the organization's established protocols regarding COVID.

SALARY AND BENEFITS:

The hourly salary for this position is \$28-\$29. In addition to a competitive salary, Just A Start offers a comprehensive benefits package, prorated for less than full time employees, including medical insurance, dental insurance, short term disability insurance, long term disability insurance, life insurance, transportation benefits, early release at 2pm every Friday, 20 PTO days in the first year, 13 paid holidays, volunteer time off, employee assistance program and a 401k savings plan with a 3% employer contribution.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is quiet to moderate.

ABOUT JUST A START

Just A Start believes that access to stable housing and sustainable careers are the essential building blocks of equitable communities. For more than 50 years, we have focused on meeting the fundamental needs of individuals and families who have been systemically denied opportunities to realize their full potential. Our programs include affordable housing, education and job training, and comprehensive support services, spanning Cambridge and beyond. We have developed and currently maintain 600 affordable apartments. To keep community members housed, we also offer financial and technical assistance to prevent evictions and support low- and moderate-income homeowners. Finally, we prepare individuals of all ages and circumstances with the skills and knowledge they need to secure fulfilling careers, leveraging their talents to achieve economic mobility and strengthen the region's workforce.

Just A Start is an Equal Opportunity Employer. Our staff represents a wide range of ages, races, interests, and backgrounds coming together in pursuit of common goals. Together, we strive to provide an environment that values diversity and promotes an inclusive culture. Applications from women and minority candidates are strongly encouraged. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions or any other characteristic protected by law.

Please send a cover letter and resume for consideration.

[APPLY HERE](#)