



Stone House makes a difference in our community by caring for and protecting adult and child survivors of domestic abuse, and helping them rebuild safe, secure, independent lives of purpose and self-fulfillment.

www.stonehouseinc.org

STONE HOUSE RAPID REHOUSING CASE MANAGER (RRH)

Position Summary:

The Rapid Rehousing Case Manager provides a variety of office and field activities to promote, manage, and monitor participants' transition from homelessness to permanent housing. The Rapid Rehousing Case Manager follows participant(s) for a period of 24 months for continued case management and financial assistance in order to stabilize families in permanent housing. Work involves orienting all eligible participants in Stone House programs (including Emergency Shelter, Transitional Housing, and Community programs), in providing transitional support from shelter into permanent housing. RRH Case Managers are responsible for providing transitional support that may include collaborating with other family shelters, housing search, landlords and supportive services to promote participants' self-sufficiency, integration into the community, and permanency in housing. The principal duties are performed both in-office and in the field and community where program participants reside. The Rapid Rehousing Case Manager is supervised by the Supervisor of Housing and Family Services.

This full-time position with benefits is 40 hours per week, Monday-Friday, schedule to be determined by supervisor. Daytime, evening and occasional weekend hours may be determined by supervisor.

Primary Job Duties and Responsibilities:

- Develop and maintain collaborative relationships with participants through regular contact and consistent engagement.
- Assist participants in locating and securing housing of their choice.
- Demonstrate commitment to developing and delivering trauma-informed services that incorporate current best-practice standards.
- Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- Develop a housing procurement, financial, and self-sufficiency plan with participants. This shall include an intake interview to determine participant's needs, goals, and eligibility.

- Provide mediation and advocacy with landlords on participants' behalf to develop a workable plan to obtain and or maintain housing.
- Serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
- Assist in development of, and encourage adherence to, a personal budget through pro-active housing and budget counseling sessions; provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.
- Assist participants in development of a strength-based, solution-focused individualized goal and action plan that promotes permanent housing and self-sufficiency
- Identify participant strengths and barriers to stability and assist participants to reducing barriers and linking to resources and services.
- Provide pro-active follow-up home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration of participants in the community.
- Transport clients as deemed necessary. Transportation requirements should be limited to housing and job searches and occasional visit to relevant social service agencies.
- Maintain accurate and complete records in ETO database including daily recording of case notes, points of service, and efforts. Maintain appropriate paper files for program participants.
- Attend and participate in regular individual supervision, case reviews, and staff meetings. Attend and participate in ongoing professional development workshops and trainings.
- Represent Stone House in meetings and functions with colleagues, collaborators, community members, funders, and donors.
- Complete other duties as needed to ensure that program participants are provided with trauma-informed, professional services in alignment with the mission of the Stone House and consistent with ethical, legal, organizational, and funder requirements.
- Facilitation of housing workshops or related groups to the Rapid Rehousing families.

Qualifications:

- Bachelor's Degree in Human Services preferred, or three years of experience working in domestic violence or housing advocate service setting.
- Bilingual (Haitian Creole/Portuguese/English/Spanish) preferred.
- Valid driver's license and a car.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Knowledge and understanding of affordable housing resources, including but not limited to: public housing application process, housing lotteries, Section 8, HomeBase, RAFT.
- Knowledge or understanding of tenant's rights and responsibilities.
- Familiarity working with collateral agencies systems such as DTA, DCF, BPH, DMH.

- Understanding of barriers to housing, including shelter breaks, eviction history, CORI, debt remediation, incarceration.
- Proficiency with computers, including ability to use data entry software.
- Commitment to implementing strengths-based, participant-centered approach.
- Ability to work collaboratively and effectively in an environment that is linguistically and culturally diverse, including non-English speaking families, LGBTQ+ participants, and all gender identifications.
- Ability to work as a part of a dynamic team and manage multiple, sometimes competing demands.
- Able to climb and descend stairs, to bend and lift up to 30 lbs.
- CORI background check is mandatory; CORI history will be reviewed and may not disqualify candidates.

Please forward all applications to the Supervisor of Housing and Family Services:
Christina Cutting, CCutting@stonehouseinc.org