



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.

As a staff member, you can change the lives of survivors and families who desperately need your talents, warmth, commitment and strength. By protecting Stone House participants and helping them discover a path forward, staff makes a difference every day.

Stone House Rapid Rehousing Case Manager

Job description: 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. 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 reports to the Supervisor of Housing Programs. This is a 40hr position Monday-Friday with one remote day.

Duties include:

Primary Responsibilities:

- Provide case management to participants of the Rapid Rehousing Program. Case management may include: crisis intervention and de-escalation, assisting participants in risk-assessment and safety planning, obtaining emergency orders of protection, victim compensation, children's school enrollment, obtaining childcare, finding legal assistance, budgeting and financial literacy education, securing government benefits, obtaining medical and/or mental health care, advancing education, conducting job searches and meeting other participant goals.
- Develop and maintain collaborative relationships with program participants

through regular contact and consistent engagement.

- Assist participants in locating and securing housing of their choice for which they are eligible.
- Demonstrate commitment to developing and delivering trauma-informed services that incorporate current best-practice standards.
- Assess housing barriers for individuals and families experiencing homelessness to determine housing and service needs.
- 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 service plan that promotes permanent housing and self-sufficiency. This shall include an intake interview to determine participant's needs, goals, and eligibility.
- Identify participant strengths and barriers to stability and assist participants in reducing barriers and linking to resources and services.
- Provide pro-active follow-up home visits to ensure stability and further progress towards self-sufficiency.
- Perform housing inspections to assure that families are moving into safe and secure homes.
- Provide facilitation of housing workshops or related groups to the Rapid Rehousing families.
- Maintain accurate and complete records in ETO database including daily recording of case notes and HUD assessments. 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.
- Develop and maintain referral sources and networks.
- Ensure adherence to all funding and programmatic obligations.
- 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.

Requirements and Qualifications:

- Bachelor 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 an insured personal vehicle.
- Excellent communication skills, especially skilled in listening, mediation, and writing.
- 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, and 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.
- CORI background check is mandatory; CORI history will be reviewed and may or may not disqualify candidates.

Diversity and a Commitment to a Quality Workplace.

Stone House is an Affirmative Action and Equal Opportunity Employer. We are committed to fair and impartial treatment in all our relations with employees, as well as applicants for employment, to recruit, upgrade, train, and promote in all job titles without regard to race, color, gender, gender identity or expression, sexual orientation, religion, age, national origin, disability, marital status, protected veteran status, genetic information, or any other legally protected characteristic. In addition, Stone House complies with applicable state and local laws prohibiting discrimination in employment in each jurisdiction in which it maintains facilities. Managers base employment decisions on the principles of Equal Employment Opportunity, including but not limited to decisions concerning recruiting, hiring, upgrading, and downgrading, discharge, training, promotions (in all job titles), compensation, benefits, layoffs, returns from layoffs and social and recreational programs. The intention behind our policy is to provide an equal employment opportunity program that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity. By this program, Stone House wishes to ensure that all employees can make their maximum contribution to Stone House and to their own career goals.