



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.

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## Stone House Shelter Case Manager

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**Job description:** The Shelter Case Manager provides family-centered services for survivors of domestic violence in the emergency shelter including: crisis intervention, intakes, risk assessment and safety planning, housing search, children's school enrollment and childcare, accessing available benefits, obtaining medical and mental health care, accessing legal assistance, budgeting, advancing education and employment goals. The Shelter Case Manager works with a team to provide a range of services and support within a trauma-informed setting. The Shelter Case Manager is supervised by the Supervisor of Emergency Shelter.

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### Duties include:

#### Primary Responsibilities:

- Develop and maintain collaborative relationships with participants through regular contact and consistent engagement.
- Provide family-centered case management to residents of the RSH emergency domestic violence shelter. Case management may include crisis intervention and de-escalation, assisting participants in risk-assessment and safety planning, obtaining emergency orders of protection, victim compensation, housing searches, children's school enrollment, obtaining childcare, finding legal assistance, budgeting, securing government benefits, obtaining medical and/or mental health care, advancing education, conducting job searches and meeting other participant goals.

- Demonstrate commitment to developing and delivering trauma-informed services that incorporate current best-practice standards.
- Conduct intake process with survivors referred through SafeLink seeking emergency shelter when space is available.
- Prepare room(s) and provide orientation to Stone House shelter for new residents.
- Ensure that the shelter is welcoming, responsive, and supportive to the needs and experiences of all shelter residents.
- Answer 24-hour hotline; utilize supportive listening and crisis intervention skills, and provide callers with appropriate information and referrals.
- Update SafeLink twice daily with availability of shelter room(s).
- Working as part of the Residential Team, assist in ensuring the safety and security of all residents by being aware of the activities taking place in the residence, being aware of the needs of participants, and routinely assessing safety.
- Facilitate meetings and support groups for shelter residents. These may include education, workshops, and guest presenters as appropriate.
- Accompany residents to court, legal, medical, housing, school, and other appointments as appropriate, providing advocacy and support (including facilitating translation where needed).
- 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.
- Ensure adherence to all funding and programmatic obligations.
- Develop and maintain referral sources and networks.
- 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 shelter residents are provided with trauma-informed, professional services in alignment with the mission of the Elizabeth Stone House and consistent with ethical, legal, organizational, and funder requirements.

#### **Requirements and Qualifications:**

- Bachelor's Degree in social work, psychology, or related field OR minimum three years of experience in domestic violence service setting.
- Bilingual (Spanish/English) preferred.

- Training and/or experience working with survivors of domestic violence. Experience working with survivors experiencing mental health and substance use challenges preferred.
- Ability to work collaboratively and effectively in an environment that is linguistically and culturally diverse, including non-English speaking families, LGBT participants, and all gender identifications.
- Knowledge of issues related to parenting and child development, and the impact of trauma on families.
- Familiarity with resources in the Boston area.
- Ability to work as a part of a dynamic team and manage multiple, sometimes competing demands.
- Proficiency with computers, including ability to use data entry software.
- 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.

**Reporting Structure:**

The Shelter Case Manager is supervised by the Supervisor of Emergency Shelter

**Physical Requirements:**

Able to climb and descend stairs, to bend and lift up to 30 lbs.

**Hours:**

This is a full-time (40 hour per week, Monday thru Friday in most cases) position with benefits available. Actual daily/weekly schedule to be determined by Supervisor. Daytime, evening and occasional weekend hours may be determined by Supervisor.

**Salary and Compensation:**

\$52,000 - \$55,000 annually

Health Insurance and Disability Benefits available.

**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.

**COVID-19 considerations:** All Staff must wear a mask during work hours and must be fully vaccinated against COVID-19.