



Safe Now. Strong Forever.

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.

Stabilization Case Manager

Job description: The Stabilization Case Manager provides a variety of office and field activities to stabilize individuals and families in their permanent housing. The Stabilization Case Manager follows participant(s) for a period of 12 months for continued case management under the guidance of a service plan that is created and agreed upon amongst both the Stabilization Case Manager and the participant. The Stabilization Case Manager provides supportive services for survivors of domestic violence in the community program including: housing crisis intervention, risk assessment and safety planning, housing advocacy support, 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 Stabilization Case Manager works with a team to provide a range of services and support within a trauma-informed setting. The Stabilization Case Manager is supervised by the Supervisor of Community and Immigrant Resources.

Duties include:

Primary Responsibilities:

- Develop and maintain collaborative relationships with participants through regular contact and consistent engagement.
- Provide case management to RSH community participants. Case management may include housing crisis intervention, housing advocacy with landlords and/or property managers, housing support resources, 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.
- Serve as an ongoing liaison between property managers and participants

- Provide mediation and advocacy with landlords on participants' behalf to develop a workable plan to obtain and or maintain housing.
- 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.
- Assist in development of and encourage adherence to a personal budget through proactive 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 stable permanent housing and self-sufficiency.
- Identify participant strengths and barriers to stability and assist participants in reducing barriers and linking to resources and services.
- Provide facilitation of housing workshops or related groups to the Stone House community participants.
- Accompany participants 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 Salesforce 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 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 (Haitian Creole/Cape Verdean Creole/Portuguese/English/Spanish) 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.
- Experience with collaborating with landlords and property managers.

- 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 Stabilization Case Manager is supervised by the Supervisor of Community and Immigrant Resources.

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.