



MISSION

To ensure housing stability to strengthen families, individuals, and communities

Job Title:	Street Outreach Case Manager
Hiring Manager:	Kris-Ann Bennett
HM Title:	Director of Individual Homelessness
Date:	April 2024

ABOUT HOUSING FAMILIES

www.housingfamilies.org/about-us

ROLE PURPOSE / RESPONSIBILITIES:

Role Purpose: Reporting to the Street Outreach Program Manager, the Street Outreach Case Manager will work to build relationships with populations at risk or experiencing homelessness, as well as those experiencing domestic violence, and assist with basic needs assessments, housing search, access to public benefits and other resources as appropriate.

Responsibilities:

- Ensure all individuals are served are treated with dignity and respect.
- Provide direct services and build relationships with unsheltered individuals on the street or in encampments. This includes performing basic needs assessments, delivering food and hygiene items and offering various resources.
- Receive referrals from and conduct on-site office hours in all NSC communities.
- Conduct intake assessments and triage cases for need and priorities.
- Conduct housing assessments for all populations and provide strategic guidance on rehousing options. Assist all populations in completing housing applications and gathering required documentation.
- Provide appropriate case management and resource referrals for individuals and families at risk of homelessness.
- Conduct safety assessments and provide ongoing services for individuals experiencing domestic violence.
- Assess all populations for mental health and other crises needing immediate intervention and connect them to internal and/or external supports.
- Enter client data into HMIS software and ensure accurate and timely records are kept.
- Collaborate with existing community service providers to maximize resources and benefits available to all populations.
- Manage crises as they arise utilizing flexible approaches and a calm presence.
- Other duties as assigned.

CONTACT

housingfamilies.org
919 Eastern Avenue
Malden, MA 02148





QUALIFICATIONS / ELIGIBILITY REQUIREMENTS:

Qualifications: Must have experience working directly with clients in the human services field. Must have working knowledge of statewide housing opportunities, public benefits and local resources. Working knowledge of the impact of trauma, homelessness, and Motivational Interviewing. Working knowledge of domestic violence, substance use and mental health conditions. Bilingual Spanish or Haitian Creole a plus.

Eligibility Requirements:

- Must be willing to work in Metro Boston/North Shore and have reliable transportation.
- Must be willing to work a combination of 8am-4pm, 9am-5pm, and 10am-6pm shifts Monday through Friday with some flexibility needed for meetings.
- Must be willing to work outside in various weather conditions.
- Must have unrestricted work authorization to work in the United States.
- Must be 18 years or older.

APPLICATIONS / COMPENSATION:

- **Compensation/Hours:** \$26.44/hour, non exempt. M-F 8am-4pm, 9am-5pm, and 10am-6pm shifts.
- **Benefits:** PTO, generous holiday schedule. Health/Vision/Dental & 403B retirement.
- **Please send a cover letter and resume to:** HR@housingfamilies.org
- Please include **"Street Outreach CM"** in the subject line.

Employee Name: _____ Date: _____

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