



Case Manager (Bilingual-Spanish)- Crossroads

OBJECTIVE: To provide intensive case management, assessment, counseling, advocacy, referrals and discharge planning with homeless and formerly homeless families in shelter and in the community.

NATURE AND SCOPE: (These duties are not meant to be all inclusive and may be adjusted as necessary.)

1. FAMILY SERVICES

- Develop and maintain professional goal-directed relationships with assigned families in shelter and in community.
- Conduct intakes with families in a respectful and sensitive manner
- Complete assessments to determine families' eligibility for services and to begin understanding each family's needs.
- Complete a Re-Housing plan with each assigned family during the first week of shelter placement.
- Assist families with their adjustment to shelter.
- Update Re-Housing plans monthly and develop a Re-Housing Stabilization Plan prior to each family's discharge.
- Provide emotional support to families
- Provide advocacy on behalf of families
- Refer families for specialized services as needed (e.g. child care, health care, housing, educational, mental health, substance abuse, domestic violence, legal, vocational, and financial)
- Assist families with child care, school enrollments, and transportation
- Engage with and motivate families in planning for the future
- Assist families with their search for affordable housing; work collaboratively with housing search

specialists and family advocates

- Develop and maintain records on database (e.g. ETO) and hard copy records on a regular basis.
- Participate in team meetings and collaborate with co-workers to ensure good communication and good outcomes for families.
- Participate in DHCD meetings and webinars as scheduled.
- Use Outlook to manage e-mails, contacts, and schedules.
- Assist families with their adjustment to new housing situation.
- Serve as a positive role model consistent with agency guidelines regarding professionalism, boundaries, and ethical standards.
- Maintain responsive and respectful communication with staff, clients, families, and community partners
- Uses basic counseling skills of active listening, empathy, reflection and validation to develop relationships with parents and their children
- Facilitate groups as assigned
- Provide case management and stabilization services for community clients for a minimum of 1x monthly or more often as needed
- Assist families with transportation to scheduled appointments.
- Provide on call back-up to program staff on a rotating basis, consistent with agency's On Call Policies and Procedures.

2. PROGRAM SERVICES

- Knowledgeable of and complies with program specific and agency policies and procedures and enforces rules and regulations
- Assist families with managing their health care needs and medications as necessary.
- Represent Margaret's House and St. Mary's Center in a positive and professional manner
- Maintain positive working relationships with funding resources, collaterals, and other community agencies
- Provide crisis interventions utilizing agency protocols
- Provides shift coverage as required
- Maintain accurate documentation, records and files in accordance with quality assurance standards
- Maintain safety, appearance, and cleanliness of the facility in compliance with health, fire, and safety regulations

3. PROFESSIONAL GROWTH AND DEVELOPMENT

- Attends and uses supervision for professional growth
- Engages in self-evaluation to establish goals for professional development
- Attends and participates in assigned program and agency meetings and trainings

4. QUALITY ASSURANCE

- Complete and distribute monthly and/or quarterly reports as needed
- Transport families in a safe and secure manner consistent with Massachusetts laws and agency policies
- Provide documentation of client progress as requested in timely fashion
- Maintain time sheets, mileage logs, daily work schedules, requests for time off in accordance with Agency policy
- Participate in program events as assigned
- Develop and update service plans in collaboration with residents, family members and other collateral in accordance with agency and licensing standards
- Identify and implement positive changes for the betterment of program
- Maintain accurate documentation, records and files in accordance with contract requirements and quality assurance standards

MINIMUM REQUIREMENTS/QUALIFICATIONS

Professional/Academic

- Bachelor's degree in Human Services, Management or related field or 3-5 years' experience in case management and advocacy
- Experience working in groups

Necessary Skills and Abilities

- Bilingual in Spanish
- Patient, understanding, and supportive
- Strong mediation and negotiation skills
- Ability to handle a variety of assignment and have the flexibility to work some evenings if necessary
- Ability to engage in collaborative relationships with team
- Excellent written and oral communication skills
- Computer skills including data entry and Outlook
- Excellent interpersonal and organizational skills
- Ability to prioritize and manage multiple tasks
- Maintain flexible schedule to meet program needs and attend required meetings

- Ability to work well under pressure
- Comfortable with receiving clear, direct feedback from supervisors and peers
- Appropriately interact with people from diverse socio-economic, racial and cultural backgrounds
- Maintains an attitude of fairness, openness, and respect and supports the development of cultural competency at St. Mary's
- Remains open to different opinions and viewpoints and is willing to learn from them
- Respects and values all people's voices, including children, families and colleagues
- Sense of humor
- Highly flexible and energetic
- Enjoys working with and motivating residents
- Valid MA driver's license required
- Background check during hiring process is required and will be covered by St. Mary's Center.

Qualified applicants may submit a resume and cover letter via email attachments to jobs@stmaryscenterma.org.