



Position Title: Home Front Case Manager
Department: Human Services
Exemption: Non-exempt
Date updated: November 2022
Supervisor: Director, Housing and Outreach Services

Job Summary:

Outreach, assess, and place 15 Veterans experiencing homelessness into permanent apartments in the greater Boston area. Provide case management and stabilization services to participants in their homes. Work with a variety of behavioral health challenges, increasing income through training and employment or increased benefits, and legal issues utilizing Harm Reduction and Motivational Interviewing techniques. Provide community referrals and linkages, meet individual needs and help to improve participant's quality of life.

Job responsibilities:

- Work closely with the Director of Housing and Outreach Services to outreach, assess and engage potential participants for Home Front Program, helping with transitioning into the permanent housing
- Follow up on Home Front referrals from the City of Boston's Coordinated Access System.
- Work closely with Massachusetts Housing and Shelter Alliance and Caritas Communities staff as outlined in program, following Home Front protocol.
- Develop Veteran centered individual service plans, reviewing on regular basis and updating as needed.
- Utilize Motivational Interviewing and Trauma Informed Care techniques, helping to stabilize participants in their permanent housing.
- Manage crisis situations, utilizing safety plans, making emergency referrals as warranted by each situation.
- Ensure all data collection and documentation deadlines are adhered to.
- Provide referrals and linkages to appropriate community services.
- Work towards meeting goals and objectives of the program, through in-home stabilization visits, increasing benefits and/or income, helping participants achieve their stated goals.
- Attend and actively participate in department, case conferencing, and review board and program meetings as required.
- Perform other duties as assigned.

Required Qualifications:

- Bachelor's degree in Human Services or related field or at least 5 years case management experience and crisis intervention.
- Previous experience working with a variety of behavioral health challenges, and/ or



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homeless population.

- Knowledge and commitment to evidence-based models such as housing first, harm reduction, motivational interviewing, relapse prevention and trauma informed care.
- Ability to employ strong clinical judgement while setting firm boundaries.
- Crisis intervention skills.
- Veteran status a plus.

Essential Functions of the Job:

- Must be able to travel in the community.
- Must be able to work comfortably with a multi-cultural, diverse, and multi-problem population.
- Must be able to work collaboratively with team and other agencies.
- Must be able to work independently.
- Must have good oral and written communication skills.
- Proficiency with record keeping and data base.
- Must have and maintain strong personal and professional boundaries, and adhere to the Human Services Department Professional Guidelines