



**Position Title:** Community Stabilization Case Manager  
**Department:** Human Services, Veterans Welcome Home  
**Exemption:** Non-Exempt  
**Date updated:** June 2022  
**Supervisor:** Manager, Veterans Welcome Home Program

**Job Summary:**

Provide a variety of stabilization services to Veterans who were homeless and placed into permanent housing in the greater Boston community. Work with the goals of the program and help to maintain stabilized housing. Work collaboratively with Community Stabilization program teams and with the larger Human Services teams at NECHV to ensure best practice modalities for this Veteran population.

**Responsibilities:**

- As potential program participants are identified, begin to establish communication and support to individuals.
- Work with participants to gather all necessary documentation for housing voucher requirements.
- Work with Housing First, low barrier modalities of service provision.
- In collaboration with other team members, provide continued support and reassurance during the transition from homelessness to housing, meeting with Veterans on case load on a daily basis, if needed.
- Provide ongoing case management, supportive counseling, and community referrals to meet the ongoing needs of the Veterans.
- With each participant, develop Veteran centered, trauma informed individual service plans, reviewing on regular basis and updating as needed.
- Help to increase income through entitled benefits and / or employment, working to mitigate barriers.
- Using the Housing First model, utilize Motivational Interviewing, Harm Reduction and Trauma Informed Care, helping to improve quality of life and stabilization to participants in their housing units.
- Manage crisis situations, utilizing safety plans, making emergency referrals as warranted by each situation.
- Abide by guidelines set forth by the Human Services Department, maintaining professional boundaries at all times.
- Perform other duties as assigned by the Director of Community Stabilization Services and Veterans Welcome Home Coordinator.



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**Required Qualifications:**

- Bachelor's degree in Human Services or related field or 3 - 5 years community case management experience. Master's degree preferred.
- Experience working with a variety of behavioral health challenges, and/ or homeless population.
- Must understand and have ability to work with Harm Reduction, Motivational Interviewing and Trauma Informed Care best practices.
- 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.