



# Stabilization Case Manager

Full Time | Salaried

## ABOUT PROJECT PLACE

Project Place promotes a community of hope and opportunity for homeless and low-income individuals by providing the skills, education and resources needed to obtain and sustain employment and housing. For over 50 years, Project Place has been a resource for individuals who are experiencing homelessness in Boston. Through innovative programming, including social enterprises, we facilitate the successful transition of individuals to economic self-sufficiency. Comprehensive programming consists of classroom instruction, credential training, case management services, housing and job placement, retention, and career services.

## ABOUT THIS ROLE

The Stabilization Case Manager will provide holistic wraparound supportive services to low-income individuals experiencing homelessness and poverty, particularly those in recovery from substance use disorder and/or who are justice impacted. This individual will assess clients' needs around mental and physical health, substance use disorder, unresolved legal issues, employment, and housing. They will maintain a caseload of clients, supporting their short and long-term goals, as well as helping to remove barriers to wellbeing.

Reports to: Director of Clients Services

## WHAT YOU'LL DO

Specific responsibilities of the Stabilization Case Manager include:

- Case Management
  - Managing client caseload to provide stabilization services and promote retention of employment and housing
  - Completing Individual Development Plan (IDP) with clients to address barriers, support mental & physical wellbeing, and set goals around employment and housing
  - Helping clients secure housing documentation and facilitate housing applications
  - Advocating with collateral contacts to provide quality case management and integrated care
  - Maintaining alumni-tracking caseload for agency retention efforts
  - Entering client data into designated database and maintaining up-to-date files
- Team Responsibilities
  - Participating in the programming enrollment process, orientation, and intake efforts
  - Collaborating with team members across programs to address individual client concerns
  - Attending agency-wide case management and cross-departmental meetings
  - Assisting with staffing coverage needs (as needed)
- Other tasks assigned by the Executive Director or designee.

## KEY QUALIFICATIONS

- Bachelor's degree in the human service field or equivalent work experience
- Familiarity with the barriers associated with individuals experiencing homelessness, returning to the community from incarceration, and experiencing substance use disorders preferred
- Interest and/or proficiency in clinical concepts such as motivational interviewing
- Knowledge of local resources and public benefits for low-income individuals preferred

## **ESSENTIAL QUALITIES**

- Communication: Able to relay ideas clearly and effectively through writing, speaking, and presentations; shares appropriate information to keep people informed; is seen as approachable.
- Teamwork: Values the opinions of others; assists others when needed; participates effectively as a member of a team; balances personal contributions and needs with those of other members of the team to achieve common objectives.
- Problem Solving: Analyzes problems to identify probable causes; thinks of new possibilities; identifies critical issues and develops options for addressing them; able to incorporate other viewpoints as part of the process of developing solutions.

## **WORK ENVIRONMENT**

- Typical office environment
- Ability to work onsite at Project Place daily with the potential for assigned remote workdays dependent on department needs
- Flexibility to work some evenings and weekends as needed
- Travel: Ability to use public transit and agency provided ride share service to travel to community partner locations
- Frequent sitting
- Ability to lift and carry up to 25 lbs. occasionally
- Ability to use a computer
- Ability to reach, grasp and walk, frequently
- This role requires communicating with others frequently

## **HOW TO APPLY**

To apply for this position, please submit a resume and cover letter to Cleo Muhammad, Director of Client Services at [cmuhammad@projectplace.org](mailto:cmuhammad@projectplace.org).

## **EQUAL OPPORTUNITY STATEMENT**

Project Place is an equal opportunity employer, and we encourage candidates of color, women, LGBTQ+, low-income, and non-college degree holders to apply. Project Place prohibits unlawful discrimination against any employee or applicant for employment based on race, color, religion, sex, gender identity, age, national origin, genetic characteristics, disability, status as a special disabled veteran or veteran, marital status, sexual orientation, sexual identity or any other basis prohibited by law.