Housing Specialist and Mediator

Just A Start (JAS) is seeking a Housing Specialist and Mediator to help implement and monitor housing stabilization efforts including homelessness prevention case management with a focus on landlord/tenant relationships as part of the Housing Resources Team. Provide conflict resolution services to clients. Support a rapid re-housing case management plan with families and individuals. Perform direct client services for families and individuals in rapid-rehousing program in the office and in the field, including helping clients to locate, secure, and maintain housing and to improve their stability. Mediate civil and summary process matters in district courts in greater Boston.

What you will do:

- Provide assessment and housing specialist services, including coaching and conflict resolution services, to stabilize landlord tenant relationships
- Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- Conduct screenings with clients to determine risk of homelessness and eligibility for homelessness prevention financial assistance and other services.
- Systematize client intake, application, documentation requirements and service delivery to provide homelessness prevention services (including financial assistance) for at risk tenants
- Provide pro-active follow-up home visits to rapid rehousing clients to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration of participants in the community.
- Maintain accurate daily log records, monthly outcome reports, and files for each rapid rehousing client as well as data privacy protocols for victims of domestic violence.
- Transport rapid rehousing clients as deemed necessary. Transportation requirements should be limited to housing and job searches and occasional visit to relevant social service agencies.
- Maintain compliance with grant and funding requirements and regulations.
- Collect and report program data for JAS Homeless Information Management Systems.
- Mediate day of court disputes involving multiple stakeholders.
- Craft agreements in keeping with the needs of parties and in compliance with district court requirements.

You must have:

- Excellent problem solving and people skills as well as excellent oral and written communication skills
- Minimum of 1 year of experience with case management and reporting requirements
- Proficiency in Microsoft Office products, including Power Point, intermediate Excel/Word
- Valid driver’s license
- Sensitivity to cultural and socioeconomic characteristics of population served
- BS/BA required
- Dispute resolution training and experience required; ability to work in a single mediator model
- Bi-lingual preferred

About Us

Just-A-Start (JAS) is a community-based, not-for-profit organization dedicated to building a better future by providing affordable housing, education, training, community engagement and supportive services. Since 1970 JAS has been serving residents of Cambridge and surrounding communities to empower individuals and families to meet their potential. Visit us at www.justastart.org to learn more.

In addition to a competitive salary, JAS offers a comprehensive benefits package, including medical insurance, dental insurance, short term disability insurance, long term disability insurance, life insurance, transportation benefits, Employee Assistance Program, 20 PTO days in the first year, 12 paid holidays and a 401k savings plan with a 3% employer contribution.