



## **Open Position: Community Engagement Case Manager**

### **Who We Are:**

HRI was founded in 1972 to support low- and moderate-income homeownership in Cambridge (MA). Today, we are a well-respected regional nonprofit developer of affordable rental and homeownership housing, with a diverse portfolio. Our programs are designed to stabilize housing, promote economic resiliency, increase health and wellness opportunities, and provide critical programs for youth and their families.

HRI and its sister organization Cambridge Neighborhood Housing Services (CNAHS) are entering a new era, with new executive and fiscal leadership. This is an exciting time to join the organization and the new team, building on HRI's strong history and solid reputation for producing and maintaining affordable housing, and addressing key resident and community needs.

### **A day in the life of this role:**

In this on-site position, reporting to the Director of Community Engagement, the full-time non-exempt, Community Engagement Case Manager will be working with residents of HRI's CASCAP portfolio to assist and ascertain housing and other needs. Many residents in this portion of our portfolio are vulnerable individuals including those with physical and behavioral health needs.

### **Summary of Duties:**

- Establish and maintain strong connections with households throughout assigned properties.
- Conduct in person assessments to screen for resident concerns, identify any barriers to maintaining housing, financial, legal, or other lease related issues.
- Conduct resident surveys and benefits screenings focusing on behavioral health needs, or other supportive program enrollments such as SNAP, MassHealth, fuel assistance, etc.
- Conduct regular home visits and care plan check ins with vulnerable households.
- Maintain relationships with local supportive service providers and work collaboratively with them to meet resident needs.
- In collaboration with residents, management, and local community service providers- provide focused attention and advocacy as required to support housing stability for at-risk households.
- As needed, provide information and referral services, and ongoing support related to immediate resident concerns.
- Participate in HRI's needs assessment process for CASCAP portfolio.
- Work collaboratively with property management staff to foster cooperation and team approach with all parties.
- Collect and maintain accurate data and case notes regarding resident contact, referrals and follow up.

- Participate regularly in Community Engagement team meetings, case consults and training opportunities.
- Must be able to travel to various locations in Cambridge, MA, one in Newton, MA and one in Watertown, MA.

**Work Environment:**

This is an in-person 40-hour per week, non-exempt position and is entitled to full employee benefits including health, dental and retirement. This position requires travel to several sites in Cambridge, MA, one in Newton, MA and one in Watertown, MA.

**Compensation:** \$60,000-\$65,000 based on experience.

**Benefits:**

- 100% Health coverage
- Dental, vision, life and disability insurance
- 403(b) Retirement Plan with partial employer match
- Flexible Spending Account
- Annual time off including:
  - Three weeks of vacation
  - Two personal days per year
  - Twelve sick days
  - Holidays and three summer Fridays
- Professional development assistance and tuition reimbursement

**What we need from you:**

- High school degree required; College degree preferred.
- Work experience in housing, human services, case management, property management, social work or a related field.
- Willingness to work as part of a team promoting the program and agency's goals.
- Sensitivity to the needs of vulnerable populations, low-income residents, and older adults.
- Excellent written and verbal skills required; bilingual skills preferred.
- Familiarity with local supportive services and/or social service networks preferred.
- Established understanding of state systems and programs for populations including low-income residents, behavioral health, older adults, preferred.
- Experience providing community-based services to older adults and/or individuals with complex behavioral health needs preferred.
- Experience with crisis intervention and de-escalation techniques preferred.
- Ability to work in a fast-paced team setting.
- Excellent time management and organization required.
- Proficient with Microsoft Word, Excel, and comfortable learning new software and tracking systems.
- Reliable transportation to be able to travel between sites required.

- Ability to work some evening hours and some weekends.
- Have reliable transportation to travel to different sites.
- Familiarity with local supportive services and/or social service networks required.
- Established understanding of state systems and programs for populations including low-income residents, behavioral health, older adults helpful.

**To apply, please send a cover letter and resume to:**

Joe Deignan, Director of Community Engagement, <[jdeignan@homeownersrehab.org](mailto:jdeignan@homeownersrehab.org)>

***AAP/EEO Statement***

*HRI is committed to providing equal employment opportunity in all our employment programs and decisions. Discrimination in employment on the basis of any protected class under federal, state, or local law is a violation of our policy and is against the law. Equal employment opportunity is provided to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, covered veterans status, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, or any other protected characteristic. This policy applies to all terms and conditions of employment, including, but not limited to, recruitment and hiring, placement, promotion, termination, reductions-in-force, recall, transfer, leave of absence, compensation, and training.*

*Please inform us of any necessary accommodations required during the application process and/or at any time during employment.*