



<b>Job Title: HomeBase Case Manager</b>	<b>Date Updated: 01/08/2025</b>
<b>Department: Homebase and Secure Jobs Initiative</b>	<b>Reports to: Manager of Housing Counseling &amp; Financial Services</b>
<b>Location—Worcester, MA</b>	<b>Grade Level and FLSA Status: 15, Non-Exempt</b>

**Job Summary:**

The HomeBase Case Manager will assist people facing homelessness to achieve stable housing and sustainable employment that may have limited resources, along with being responsible for providing re-housing and stabilization case management services to participants in the HomeBase program. They will be accountable for intakes and assessments of qualifying families, as well as assessing their needs for re-housing and sustainable employment opportunities, along with referring and connecting clients to services and assisting them in achieving housing stability.

**Key Responsibilities:**

- Conduct comprehensive client assessments to collect financial, employment, housing, education, and health information as appropriate to develop a re-housing and stabilization plan.
- Provide great customer service to all clients.
- Return calls in a timely manner and provide services to individuals of the program as well as staff members and walk-ins.
- Provide case management and support to emergency assistance clients as well as supportive housing search advocacy.
- Provide supportive subsidy plans and furniture/moving assistance for clients.
- Conduct client visits with families and assist with housing search and placement opportunities.
- Responsible for acquiring documents, ensuring that rental units meet health and safety standards as designated by the program guidelines.
- Develop support systems to meet with client's needs by identifying and coordinating a variety of available services necessary to maintain independent living, self-sufficiency, and family stabilization.
- Make proper referrals for clients to available social services and educational and medical resources when appropriate.
- Monitor and verify services provided to each client on a monthly/weekly basis to determine the quality and effectiveness of services provided.
- Monitor and update web-based systems with client data updates via E2E and ETO systems and maintain virtual files.
- Monthly reporting to Finance Department and Funders.
- Manage a caseload of clients and maintain appropriate file documentation to support tracking.
- Other duties assigned by supervisor.

*Nothing in this job description restricts management's right to assign or change responsibilities of this job at any time.*

**Experience Requirements:**

- Excellent verbal and written communication skills with the ability to communicate with clients, management, and peers. Must be able to effectively communicate with individuals from diverse backgrounds.
- Ability to maintain accuracy while meeting all deadlines; the ideal candidate must be detail-oriented and organized with the ability to prioritize; and attend/participate in meetings presenting a team player approach.
- Must provide exceptional customer service.
- Strong computer skills including MS Word, Excel, Outlook, database systems, etc.
- Must maintain a high level of interpersonal skills to handle sensitive and confidential situations.
- Must be able to work in a fast-paced environment with demonstrated ability to deal with multiple competing tasks and demands.
- Bilingual skills (English/Spanish) required.
- Experience with assisting clients with housing search/resources preferred.

**Education Requirements:**

- Bachelor's degree preferred but not required. 1-3 years working in the Human Services field or case management experience.

**Certifications or Licensures:**

- Must possess a valid Driver's license and have reliable transportation. Must be willing to travel throughout the Worcester County area to meet with clients.
- Must become certified within the R.E.B (Regional Employment Board) within six (6) months of working within the position.

**Supervisory Responsibilities:**

- None

**Working Conditions/Physical Requirements:**

- Typical office settings include the ability to spend extended hours sitting and using office equipment and computers.
- Reliable transportation and a valid driver's license.
- Move regularly from sitting to standing position as well as frequently bending to file and maintain files.
- Ability to work on repetitive tasks and use fine motor skills to handle and control objects.
- Ability to use earpieces or headphones. Speak, listen, and understand others.
- Occasionally lift 10 to 15 lbs.

*Nothing in this job description restricts management's right to assign or change responsibilities of this job at any time.*