



## **Bilingual Case Manager- Shelter (Spanish)**

**Reports To:** Director of Housing Services

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- Salary range is \$52,500-\$55,000 commensurate with experience.

### **JOB TYPE**

Full Time: 40 hour work-week

Evenings required, with some flexibility

On site work required, with one day Work From Home

No weekends

### **Our Culture: Why work with us?**

Our greatest asset is our employees, encompassing a variety of origins, concepts, viewpoints, and life journeys. We've established a diverse and inclusive atmosphere filled with individuals who share a common purpose. Our leadership is characterized by openness, approachability, genuineness, and a commitment to nurturing our team. A tangible sense of mutual dedication permeates our environment, and collectively, we engage in impactful endeavors that bring about transformative changes for those we serve.

*Transition House values diverse life experience and is an Equal Opportunity/Affirmative Action Employer. Bilingual/bicultural applicants, survivors of domestic violence, persons of color, people with disabilities and GLBTQI people are strongly encouraged to apply.*

### **Who we are:**

Transition House's mission is to end domestic violence in our community. Sparking social change in Cambridge, Massachusetts since 1976, we are an innovative organization that develops prevention tools and provides holistic support and a range of housing options for individuals and families surviving domestic and intimate partner violence. For over 40 years, Transition House has worked with partners within the Cambridge community to create and sustain options for survivors, their families and people who use harm. These options include short- and longer-term housing and a rich Community Program that supports people living and connected to the community over the last 10 years. We use the empowerment model and survivor centered framework to support survivors.

### **Our Reach:**

40 Stories is a project that we launched in 2016 to end domestic violence and to deepen the understanding of the work that we do. Each video tells a personal story from the perspective of survivors of violence, human rights advocates, social change agents and public policy makers.

<https://www.transitionhouse.org/40-stories-1>

### **Who you are and benefits to you:**

You are unabashedly passionate about being of service. You work from a philosophy that sees people, not problems and are committed to fostering a workplace culture that is client centered, trauma informed with a social justice lens. In this exciting role, and reporting to the Director Of Housing Services, your strengths will be highlighted as an effective communicator, proficient with technology, self-starter, resourceful, and well-organized. Your visionary mindset, creativity and strong problem solving abilities will be recognized. This role provides:

- Salary range is \$52,500-\$55,000.
- Additional compensation for fluency in one or more of the following languages: Spanish, Haitian Creole
- Comprehensive benefits package: Health, dental, retirement plan, and generous paid time off for full time positions, with over 10 paid holidays off.
- We provide ongoing professional and clinical supervision, and opportunities for all staff to participate in education and training regularly throughout the year.

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

Working in the emergency shelter means being a part of the Residential Team of (20) full-time & part-time staff who are zealous advocates with a passion for helping and empowering people. You will also share team time with your colleagues and participate in events like bowling, team dinners, and more. Above all, you will be able to provide life changing support to individuals and families survivors of domestic violence.

During the course of the week, clinical supervision will be available to process challenges, and needs, as well as a shelter student intern to assist with administrative needs. You will be supervised by a Director who is flexible, communicative, caring, and does not micro-manage.

Your private office on the second floor of the shelter comes with a standing desk, comfortable seating, and a view overlooking a beautifully renovated state of the art community park. With nine (9) households being served, there are on-going activities to build community such as house meetings, movie nights, multicultural dinner, and weekly volunteers who provide structured play for the children in the evenings.

### **Summary of Duties:**

- Provide bi-weekly case management support, and coordination of services that are timely, effective, equitable, and client-centered to 9 households in the emergency shelter including but not limited to obtaining identification, accessing benefits, and income supports like social security, unemployment etc. This also includes application, recertification, or transferring benefits.
- Conduct screenings, intakes, and domestic violence related assessments and safety planning.
- Support survivors with goal-planning, financial planning, and credit-building. Identify and develop opportunities for survivors to engage in skill building programs to support their success as they overcome trauma and regain independence. Complete Individualized Service Plans for each client.
- Connect survivors to psychoeducation about domestic violence and the impacts and offer assistance and help to promote the development of healthy coping habits.
- Connect survivors to resources, make referrals to an array of resources and provide support that centers the need and comfortability of the survivor, accompany them to various appointments, and services including MassHealth/PCP.
- Support survivors around health and nutrition needs, and connect survivors with the visiting nurse, and make referrals to in-house clinicians.

- Alongside the Housing Search Coordinator, identify and address barriers to housing like issues with past criminal activity and criminal records, loss of essential documents etc.
- Alongside the Child and Family Services Team, identify family needs and barriers including education, ESL, parenting support, etc.
- Alongside the Shelter Operations Coordinator, acclimate and adjust program participants to all aspects of congregate living, transitioning schools or worksites, understanding local public transit options, or grocery store/food pantry, etc.
- Arrange and/or connect with interpretation assistance as needed.
- Maintain confidential and up to date records on each participant in a confidential database.
- Participate in weekly programmatic supervision, clinical supervision, agency and cross-agency meetings.

### **What we need from you:**

- Fluency in Spanish is Required.
- Personal commitment to the mission, work and values of Transition House.
- 2-4+ years of direct service experience working with extremely marginalized people including individuals who are experiencing homelessness, mental illness, substance use, or domestic violence.
- A Bachelor's Degree is a plus.
- Self-motivation, cultural humility, respect and value of diversity, belief in client autonomy, and ability to work collaboratively and constructively with others.
- Ability to communicate clearly both in writing and verbally in English.
- High level of proficiency with the Internet, Google Suite, ZOOM, and Microsoft Office Suite.
- Committed to collaboration, excellence, demonstrating professionalism, integrity, and accountability coupled with a high level of comfort working within a diverse and multicultural environment.
- Ability to develop and sustain strong collaborations with colleagues and providers from multiple external community organizations.
- Ability to balance competing priorities efficiently, such as: agency and program residency requirements and client needs, agency expectation, need for treatment and individual autonomy, expectations around reporting and maintaining client trust.
- Expertise providing safety-planning support and trauma-informed advocacy for individuals and families overcoming violence.
- Able to climb stairs frequently, and move items up to 30 pounds.

It is our policy to complete a Criminal Offense Record Information (CORI) background check prior to hire. Findings will **not** automatically disqualify candidates.

**To Be Considered: Please send a resume and a cover letter to: [Jobs@transitionhouse.org](mailto:Jobs@transitionhouse.org)**  
**Please write “Bilingual RSC Application- [Your Last Name]” in the subject line. No phone calls, please.**