

Workforce Readiness Case Manager

The purpose of this position is to assist Homeless or persons facing homelessness to achieve stable housing and sustainable employment that may have limited resources. The HomeBase Case Manager is responsible for providing re-housing and stabilization case management services to participants in the HomeBase program. The Case Manager is responsible for intakes and assessments of qualifying families and assesses their needs for re-housing and sustainable employment opportunities. The Case Manager will refer and connect clients to services and assist them in achieving housing stability. In addition this position will be responsible for any additional activities and assignments that may be delegated by the Deputy Director of Supportive Services.

Key Responsibilities

Case Management Duties:

- Conducts 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.
- Return calls in a timely manner and provide services to individuals of the program as well as staff members and walk-ins.

Housing Support Services:

- Provide case management and support to emergency assistance clients as well as supportive housing search advocacy,
- Provides supportive subsidy plans and furniture / moving assistance for clients.
- Conducts client visits with hotel/ motel families assisting with housing search and placement opportunities.
- Responsible for acquiring documents assuring that rental units meet health and safety standards as designated by the program guidelines.

Workshops/ Outreach:

- Develops support systems to meet the client's needs by identifying and coordinating a variety of available services necessary to maintain independent living, self-sufficiency and family stabilization.
- Makes proper referrals for clients to available social services and educational and medical resources when appropriate.

Administrative Duties:

- Monitors and verifies services provided to each client on a monthly/ weekly basis determining quality and effectiveness of services provided.
- Monitors and updates web-based systems with client data updates via TRACKER/ETO systems and will maintain virtual files.
- Manages caseload of clients and maintains appropriate file documentation to support tracking.

Workforce Readiness Duties:

- Build relationships with local employers



- Conduct employment readiness workshop training
- Conduct intakes and updates with job training until employment is gained.

Education Requirements:

- 2 years of education beyond high school.
- Bachelor’s Degree preferred.

Experience Requirements:

- 1-3 years working in the Human Services Field
- Certified R.E.B (Regional Employment Board) within 6 months of working within the position.
- Experience assisting clients with housing search/resources preferred.
- Ability to work independently on assigned tasks as well as accept direction on given assignments.
- Demonstrates the ability to work with diverse populations
- Highly organized and able to create systems to maintain organization
- Proven experience to manage a case load.

Certifications or Licensures:

- Valid Driver’s License
- Bilingual Spanish Required

Working Conditions:

- Typical office setting with occasional light physical demands including driving to appointments.

Location –Worcester, Ma

Grade Level: 15

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

To Apply:

Interested candidates should submit a resume and cover letter to:

RCAP Solutions, Inc.

Human Resources Department

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