



Rapid Rehousing Case Manager

For more 50 years, [Bridge Over Troubled Waters](#) has provided a comprehensive continuum of care for runaway, homeless, and high risk youth in Boston, and has been a national model in providing innovative youth services. Our mission is to transform the lives of youth through safe, supportive and encouraging relationships, counseling, housing, and skill-building, to guide them towards self-sufficiency and achieving their goals.

As a Rapid Rehousing Case Manager, you will work in the Youth Housing Pathways Program, a program that offers permanent housing and support to homeless youth and young adults, ages 18 to 24, many of whom have never had stable housing and support before. You will provide support services to residents in the program, helping them further gain stability and permanent housing, while also connecting them to other community services, career, and education opportunities. Through your assessment of housing barriers, you will determine service needs and work to develop individualized plans with youth entering the program. Your work with residents will include providing emotional support, budgeting and life skills training, job search and job readiness advice, and a range of other services to help participants integrate into their community.

You could be a great fit for our team if you are committed to collaborating with all youth who come through our doors, helping to find creative solutions to difficult problems, in an effort to help them reach their goals.

RESPONSIBILITIES

Your work as a Rapid Rehousing Case Manager will focus on the following:

- Conduct housing needs assessments of Bridge residents to connect them to appropriate services
- Assess housing barriers to determine service needs and develop Individualized Service Plans to guide participants toward long-term permanent housing and self-sufficiency
- Provide case management support and plans to assist participants in achieving strengths-based and solution-focused goals
- Enable program participants to identify various life skills and develop an effective referral and service network in the residents' communities to ensure on-going success in achieving goals
- Maintain individual client files, including monthly logs and outcome reports, to document all aspects of case management, assessments, and achievements for participants
- Assist youth with locating substance abuse, mental health and other healthcare providers in the community, as based on continuing needs assessment
- Collect and report program data, including but not limited to, data required for Bridge's case management system, Homeless Management Information System, and funders' required data
- Serve as liaison/advocate between the program and the community including surrounding neighbors to build partnerships
- Maintain program records and prepare and submit monthly program updates
- Ensure that all activities, services and programs through Bridge are conducted in a manner that is sensitive to and shows respect for the cultural and ethnic diversity for all Bridge clients
- Participate in weekly and quarterly program and staff meetings

QUALIFICATIONS

It takes a special person to serve as a team member at Bridge. Before applying, please consider the following qualifications, skills, and experiences that we have found lead to success as a Rapid Rehousing Case Manager. We do not expect candidates to meet all of the criteria listed below. Reviewing the qualifications can help you to better understand what will be expected of you as a member of the team.

If you believe you have "what it takes", please submit an application. We will be excited to hear from you and each application will be carefully reviewed and acknowledged by a member of our team.

- Bachelor's degree required plus two to four years' experience working with vulnerable youth ages 16 – 24
- Experience working in residential setting or housing program
- Knowledge and understanding of "Housing First" philosophy and strategies
- Knowledge and experience with data collection and management systems
- Knowledge of social service, housing support, and basic benefit systems
- Capacity to engage youth and provide support, including advocacy, reducing isolation, problem-solving, listening, and identification of resources
- Valid driver's license required and continuous clean driver's record

Duties will be performed both in an office environment and in the field, where program residents reside. Because program residents have varied schedules, case management may take place out of regular business hours; a flexible schedule and ability and willingness to work outside of regular business hours is essential.

COMPENSATION & BENEFITS

Bridge Over Troubled Waters is an Equal Opportunity Employer and offers a competitive salary and benefits package including medical, dental and vision plans, paid time off and a retirement savings plan.

The Rapid Rehousing Case Manager role is a full-time role based at the Bridge Headquarters in downtown Boston and reports to the Rapid Rehousing Manager. Salary for this position starts at \$17-\$19/hour and is commensurate with experience.