



### **Case Management Specialist**

Job Type: Case Management Specialist  
Organization: Wingate/Homeowner's Rehab Inc.  
Contact Name: Jesse Edsell-Vetter, HRI Dir. Of Resident Services  
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### **About Wingate**

Wingate Management Company provides property management and resident services for all CASCAP Properties. The Case Management Specialist position is housed at Wingate and is supervised through a partnership with Homeowner's Rehab, Inc's Resident Services Department. Wingate Companies is a fast-growing, award-winning national housing development and property management company with 700 team members working in 16 states. We offer opportunities for growth across the country. We are always looking for outstanding team members who work with a passion for excellence, a "can do" results-oriented attitude and a dedication to quality. Our most successful team members are hardworking, responsible, customer-oriented individuals who are committed to improving the communities where they work. Wingate Companies is an Equal Opportunity Employer that values and encourages diversity within the workplace.

### **About HRI**

Homeowner's Rehab, Inc. (HRI) is a private non-profit organization founded in 1972. HRI owns nearly 1,700 rental apartments, as well as 55,000 square feet of commercial space in Cambridge.

Since 2005 HRI has operated a resident services program tailored to the needs and interests of residents, with the goal to increase access to opportunities for residents while at the same time fostering a sense of community at the site level. Resident input plays a large role in determining the content of our programs. Currently, our resident service program's focus areas are housing stability, health and wellness, economic resiliency, and youth development.

The Case Management Specialist will be responsible for providing case management services to residents within HRI's "CASCAP" portfolio. Residents in this portion of our portfolio are vulnerable populations including those with physical and mental health disabilities, substance use disorder, frail elders, and formerly unhoused individuals. Our CASCAP portfolio consists of smaller buildings scattered throughout several communities.

### **Essential Functions**

- Establish and maintain strong connections with residents throughout assigned properties and ensure that they are connected to community supports and services;
- Conduct in-depth assessment to best determine the immediate client concerns and/or barriers to housing including but not limited to: financial instability, legal issues, mental health issues, substance abuse, un- or under-employment, health care, and housekeeping;
- Conduct regular home visits for clients that are part of the active caseload;

- Develop individualized services plans for all residents on the active caseload;
- Build and maintain relationships with local services providers, state agencies, and other stakeholders; facilitate referrals and warm hand-offs with partner providers;
- Provide ongoing outreach services to identify individuals who would benefit from supportive services, identify gaps in individualized services plans, and coordinate referrals for services;
- Obtain resources and services as requested and/or needed to address clients' needs, including but not limited to: housing applications, negotiation and mediation with property management and utility companies, fuel assistance, and shelter information;
- Act as a liaison between the resident and HRI's property management company;
- Host events and information sessions for residents
- Other duties as necessary

### **Qualifications**

- At least 3 years of case management and assessment experience with homeless households or households at risk of homelessness;
- Familiarity with affordable housing and housing subsidies;
- Experience with crisis intervention regarding issues such as homelessness and affordable housing access, substance-use disorder, and mental health;
- Knowledge and experience with service agencies and resources for low-income and/or homeless individuals and families;
- Willingness to work as part of a team to promote the goals of the program and agency;
- Sensitivity to the needs of unhoused populations, low-income residents, and special needs populations;
- Ability to work in a fast-paced team setting;
- Excellent time management, organizational, communication, and writing skills; and
- Proficient with Microsoft Word, Excel, and comfortable learning new software and tracking systems.
- Masters in social work or public health preferred; candidates may substitute significant experience working in substance-use disorder treatment, homeless outreach/services, mental health, and elder care.

Preference for candidates with the following language capacities: Haitian-Creole, Mandarin.

**Salary: \$65,000 plus excellent benefits and paid time off**

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

Jesse Edsell-Vetter

Director of Resident Services

[jedsell-vetter@homeownersrehab.org](mailto:jedsell-vetter@homeownersrehab.org)