

Housing Families Inc. Job Description

Job Title	Legal Services Case Coordinator
Hiring Manager	Jayna Stafford
HM Title	Coordinating Attorney
Division	Pro Bono Legal Services Program
Location	Malden

Be a leader. Have influence. Get results. Join the team at Housing Families.

ABOUT US

Housing Families Inc., founded in 1986 by community members concerned about the growing crisis of homelessness, has helped more than 2,400 families make the transition out of homelessness to successfully retain permanent housing. Today, Housing Families is one of the largest and most capable providers of shelter and affordable rental housing in Massachusetts.

We provide safe, temporary shelter and quality affordable housing to homeless and at-risk families. We offer individualized supportive services to enrich children's lives, nurture the potential of each family member, and help families maintain permanent housing.

Our vision is a world in which everybody has a place to call home. We are looking for those who share in this vision and for skilled, compassionate individuals who share in our agency values of Respect, Caring, Integrity, Growth, and Team Work:

- Respect – We treat people with dignity.
- Caring – We show compassion and act thoughtfully.
- Integrity – We adhere to high standards.
- Growth – We foster innovation and continuous development.
- Team Work – We collaborate and celebrate.

RESPONSIBILITIES: Role Purpose & Responsibilities

Responsibilities:

- Conduct intakes for all clients requesting pro bono legal services.
- Be available during regular office hours for clients seeking legal help.
- Attend court as needed to provide intake assistance and take case management referrals.
- Make appropriate referrals.

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- Provide advocacy for clients when appropriate with the Supervisor's guidance.
- Maintain records of clients and work done on each case for monthly reporting.
- Work with attorneys to coordinate daily program activities.
- Help develop and maintain contact with community resources relevant to client needs.
- Abide by Agency confidentiality policies.
- Participate in and making him/herself available for other projects as determined by funding sources and the Coordinating Attorney.
- Collects and regularly enters all required client contact and information into files.
- Ongoing case management for families referred by pro bono staff attorneys
- Communicate regularly with client landlords to ensure clients are adhering to tenancy requirements
- Contact clients as needed by phone, home visit, or office visit
- Organize and maintain up-to-date client files and progress notes
- Data entry

QUALIFICATIONS / REQUIREMENTS

One year of experience performing similar, related duties. Bachelor's degree preferred OR equivalent experience. Working knowledge of the impact of trauma and homelessness is preferred. Bilingual Spanish preferred.

Eligibility Requirements

- *Must submit a cover letter and resume to Jayna Stafford at jstafford@housingfamilies.org or fax to 781-322-9292.*
- *Must be willing to work in Malden and surrounding areas.*
- *Must have unrestricted work authorization to work in the United States*
- *Must be 18 years or older*

DESIRED CHARACTERISTICS:

An understanding of low-income populations. High energy level while working with clients and attorneys. Knowledge of relevant human services programs. Ability to collect and distribute information to staff members. Open to feedback with a desire and ability to learn and grow. Strong verbal and written communication. Ability to empathically de-escalate emotional reactions. Critical thinking, analytical, problem solving and negotiating skills. Ability to remain calm and responsive during crises. Ability to practice clear role boundaries and refer questions and concerns outside job scope to appropriate staff. Creative and possessing a positive, "can do" attitude. Flexible and adaptable to changes. Detailed, thoughtful, and thorough.