



ESH Bilingual Shelter Case Manager (Spanish/English)

Our Mission: The Elizabeth Stone House (ESH) partners with adult and child survivors of domestic violence and related trauma – mental illness, housing instability and substance misuse – to achieve safety, stability, and overall wellbeing, thereby contributing to the strength, resiliency, and health of the community we serve.

Position Summary: The Bilingual Shelter Case Manager provides family-centered services for survivors of domestic violence in the emergency shelter Monday-Friday, from 1:00-8:00 PM. Responsibilities include: crisis intervention, intakes, risk assessment and safety planning, housing search, children's school enrollment and childcare, accessing available benefits, obtaining medical and mental health care, accessing legal assistance, budgeting, advancing education and employment goals. The Bilingual Shelter Case Manager works with a team to provide a range of services and support within a trauma-informed setting. The Bilingual Shelter Case Manager is supervised by the Director of Family Programming.

Primary Job Duties and Responsibilities:

- Develop and maintain collaborative relationships with participants through regular contact and consistent engagement.
- Provide family-centered case management to residents of the ESH emergency domestic violence shelter. Case management may include crisis intervention and de-escalation, assisting participants in risk-assessment and safety planning, obtaining emergency orders of protection, victim compensation, housing searches, children's school enrollment, obtaining childcare, finding legal assistance, budgeting, securing government benefits, obtaining medical and/or mental health care, advancing education, conducting job searches and meeting other participant goals.
- Demonstrate commitment to developing and delivering trauma-informed services that incorporate current best-practice standards.
- Conduct intake process with survivors referred through SafeLink seeking emergency shelter when space is available.
- Prepare room(s) and provide orientation to ESH shelter for new residents.
- Ensure that the shelter is welcoming, responsive, and supportive to the needs and experiences of all shelter residents.
- Answer 24-hour hotline; utilize supportive listening and crisis intervention skills, and provide callers with appropriate information and referrals.
- Update SafeLink twice daily with availability of shelter room(s).
- Manage FoodBank ordering, pick-up and distribution for shelter residents.
- Working as part of the Residential Team, assist in ensuring the safety and security of all residents by being aware of the activities taking place in the residence, being aware of the needs of participants, and routinely assessing safety.



- Facilitate meetings and support groups for shelter residents. These may include education, workshops, and guest presenters as appropriate.
- Accompany residents to court, legal, medical, housing, school, and other appointments as appropriate, providing advocacy and support (including facilitating translation where needed).
- Maintain accurate and complete records in ETO database including daily recording of case notes, points of service, and efforts. Maintain appropriate paper files for program participants.
- Develop and maintain referral sources and networks.
- Attend and participate in regular individual supervision, case reviews, and staff meetings. Attend and participate in ongoing professional development workshops and trainings.
- Represent ESH in meetings and functions with colleagues, collaborators, community members, funders, and donors.
- Complete other duties as needed to ensure that shelter residents are provided with trauma-informed, professional services in alignment with the mission of the Elizabeth Stone House and consistent with ethical, legal, organizational, and funder requirements.

Qualifications and Requirements:

- Bachelor's Degree in social work, psychology, or related field OR minimum three years of experience in domestic violence service setting.
- Bilingual (Spanish/English).
- Training and/or experience working with survivors of domestic violence. Experience working with survivors experiencing mental health and substance use challenges preferred.
- Ability to work collaboratively and effectively in an environment that is linguistically and culturally diverse, including non-English speaking families, LGBT participants, and all gender identifications.
- Knowledge of issues related to parenting and child development, and the impact of trauma on families.
- Familiarity with resources in the Boston area.
- Ability to work as a part of a dynamic team and manage multiple, sometimes competing demands.
- Proficiency with computers, including ability to use data entry software.
- Able to climb and descend stairs, to bend and lift up to 30 lbs.
- CORI background check is mandatory; CORI history will be reviewed and may not disqualify candidates.

To apply, please email a resume and cover letter to Tanya McLean at tmclean@elizabethstone.org