



JPNDC ECONOMIC PROSPERITY SERVICES

Case Manager / Client Services Navigator

About JPNDC

The Jamaica Plain Neighborhood Development Corporation (JPNDC) is a grassroots community development corporation anchored in 46 years of community organizing and resident leadership value. We seek to help transform the lives and amplify the voices of Boston residents who have been excluded from prosperity by racial and economic inequities. We build affordable housing that allows people to thrive, provide economic prosperity services that help people build on their strengths, and organize people to pursue the changes they desire. Based in Jamaica Plain, we envision an equitable and inclusive Boston in which all people have access to secure housing, economic prosperity for their families, safe and vibrant childcare and neighborhoods with strong community relationships, political power, and opportunities to fulfill their potential.

What We Offer:

JPNDC offers an extensive Benefits package! Up to 90% of individual insurance premiums paid for health insurance, vision, and Altus dental insurance, 2 weeks of vacation and 14 holidays recognized per year, employer – paid life & disability insurance, a vested 403b retirement, and much more! CEU Credit or comparable training offers to support professional development in areas of: DEI, economic and workforce development, early childhood education, and affordable housing and real estate finance.

About this Position: If you are Ready to make a lasting impact in the lives of others, consider applying!

JPNDC is seeking a motivated and experienced Case Manager to join our team and provide comprehensive case management and benefit access services to individuals in our community. As a Case Manager you will work closely with people of diverse backgrounds, the Case Manager role is there to support clients working with Career coach, Financial Coach and Economic Mobility Coach to secure their primary needs are covered so the clients can focus on achieving their personal goals.

Your expertise and guidance will empower individuals to access public benefits, community resources as a tool to achieve financial stability. This position requires a passion for assisting others and strong communication skills in both English and Spanish.

Reports To: The Case Manager will report to the Director of Economic Mobility Services.

What you will be overseeing:

- Conduct initial intakes for all new clients
- Provide case management services to employment and financial coaching clients
- Identify support services needed, assist with applications, facilitate service referrals, and connect clients with supportive services (e.g., fuel assistance, health insurance, childcare, etc.); conduct follow-up

- Participate in outreach activities to recruit and enroll participants
- Collaborate closely with Family Child Care staff to engage these families to access employment, financial stabilization and coaching services
- Engage and coordinate with agency partners to serve participants referred to JPNDC
- Develop and maintain relationships with community resource agencies
- Assist with coordinating financial education/work readiness workshops
- Build positive working relationships with colleagues and collaborate on outreach, workshops, service coordination and resource development
- Maintain accurate, timely records, enter client data into database, and prepare reports
- Assist with other duties assigned by supervisor

What it takes to be successful:

- High School Diploma; Associate degree in human services or related field a plus
- **Bilingual in Spanish and English REQUIRED**
- 2 years' experience providing case management to low-income individuals, immigrants and diverse populations required
- Excellent organizational, communication (both written and verbal) and interpersonal skills
- Proficient in Microsoft Office Suite and Internet; some experience with client databases
- Excellent problem-solving skills and ability to advocate on participant's behalf
- Strong knowledge of community resources
- Flexible schedule, including occasional nights and weekend hours
- Ability to work independently, achieving timely completion of tasks

Employment Terms/Compensation: The salary for this position is \$50,000-\$60,000. This is a full-time, salaried position with a competitive and full benefits package. The salary is based on experience.

JPNDC is an Affirmative Action/Equal Opportunity Employer

Please Apply Here: <https://jpndc.applicantpro.com/jobs/>