



Job Title: Young Adult Housing Case Manager

Position Type: Part Time Hourly Position (\$23-\$25/hour)

Reports to: Resident Services Manager

Location: Salem, MA

Why Work for North Shore CDC?

North Shore Community Development Coalition (NSCDC) is a regional, nonprofit organization committed to investing in neighborhoods to create thriving communities. We envision a North Shore where every neighborhood is one of choice and opportunity. Our neighborhood revitalization model focuses on projects that have lasting benefits for entire neighborhoods with need-based programs that build future city leaders and self-sufficient residents. Our diverse staff is passionate and committed to helping our communities thrive and grow. **We offer extremely competitive benefits including funding for professional development, generous paid time off, company-provided week off in the Winter and Summer, and more. We offer paid training for required training certifications.** For more information visit our website www.northshorecdc.org or visit us on social media @northshorecdc.org

About the Role:

We are seeking a self-motivated, resourceful, and passionate individual who thrives in an independent, fast-paced environment and is deeply committed to supporting young adults (18-24) experiencing homelessness or aging out of foster care. This role requires someone who can manage a caseload with minimal supervision, think creatively to solve problems, and navigate complex systems to connect young people with the resources they need to thrive.

The Young Adult Housing Case Manager will provide outreach, direct support, and intensive coaching to young adults on the North Shore who are experiencing or at risk of homelessness. This role is ideal for someone with a youth-first, housing-first mindset, who believes in meeting young people where they are and is dedicated to empowering them to achieve stability and long-term success. This position is more than just case management—it's about building trust, advocating for youth, and finding innovative solutions to ensure that young adults facing housing instability have the support, guidance, and opportunities they deserve.

Essential Duties and Responsibilities:

Support Services

- Lead extensive outreach efforts and connect with Young Adults who are experiencing homelessness or at risk of becoming homeless
- Conduct intake assessments to evaluate the needs of Young Adults to establish a plan for support service coordination

- Develop individualized housing plans for each Young Adult and connect to service providers, social supports and family as needed
- Provide comprehensive follow up and stability services which will lead to immediate temporary housing and planning for permanent long term housing and stability
- Manage and establish referrals to external service providers (i.e. mental health, employment, domestic violence, employment, etc.)
- Provide or identify emergency shelter services or alternative shelter plans with youth experiencing a housing crisis and coordinate placements with local shelters

Administration - Data and Record Keeping, and Training

- Write and track written progress notes on all cases
- Collect Intake and program eligibility documentation
- Prepare for and participate in weekly case conferences
- Assist with performing reviews on participants' trends and follow up with resolution as part of case coordination
- Track demographics, outcomes and services for all clients
- Complete reports on programmatic goals/outcomes

Other Duties:

- Identify and build new relationships with community organizations, state and federal agencies, and businesses to foster new opportunities for the program
- Attend workshops, trainings, staff meetings and community events
- Perform all other tasks as deemed necessary at the direction of supervisor

Qualifications:

Education and Experience

- Minimum of two years counseling, recreational therapy, or crisis intervention with high risk opportunity youth and young adults
- Please note that the ideal candidate must also have daily access to an automobile and a valid MA State Driver's License
- Speaking Spanish Preferred

Specific Skills

- Excellent interpersonal communication and writing skills
- Have a youth first lens using strengths based practice methods with a keen understanding of the needs of vulnerable and marginalized Young Adults
- Ability to lead, and navigate emergency and crisis response efforts are essential to this position

Please **visit this link** and click "Apply for this Position", or submit a thoughtful cover letter and resume with Resident Services Coordinator in the subject line to hr@oppcommunities.org.

Opportunity Communities (OppCo) Human Resources facilitates all job postings and recruitment activities for North Shore Community Development Coalition (North Shore CDC). Contact hr@oppcommunities.org with any questions.

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