



Position Description

Family Partner - Case Management [INTERN]

Department: Housing

Exempt: Yes

Reports To: Deputy Director

Salary:

Internship Position Summary:

As a Family Partner Case Management Intern at Project HOPE Boston, Inc., you will report to the Family Partner Manager and assist in providing comprehensive support to families in need. This internship offers an opportunity to learn about administrative tasks within a trauma-informed advocacy program focusing on prevention and intervention services. You will gain experience managing cases, maintaining client records, and coordinating services to promote transitional support and family welfare.

Agency Background:

Project HOPE Boston, Inc. has provided support to families in the Nubian/North Dorchester area for over 40 years, always with a laser focus on partnering with families seeking housing stability and economic mobility. Since its inception, Project HOPE has implemented a number of innovative and impactful programs to address housing, workforce, childcare, and educational needs.

Located in Boston's Dudley Street neighborhood, Project HOPE Boston, Inc. is at the forefront of efforts in the city to move families beyond homelessness and poverty. It was founded in 1981 by the Little Sisters of the Assumption, who first settled in the Dudley area in 1947 to live and work with families in the local neighborhood. In the 1980s, when family homelessness was identified as a crisis in Boston and the state, the Sisters opened their doors. They welcomed families to stay with them, and Project HOPE (House Open People Enter) Boston was established. Once best known as a family shelter, Project HOPE today offers an array of services to assist families in gaining the resources and skills that can lead to more opportunities and access. Partnering with families in neighborhoods that have been historically marginalized,



Project HOPE centers its efforts and work on the Social Determinants of Health with a racial equity lens.

In 2006, Project HOPE Boston, Inc. opened an attractive Community Building on Dudley Street – the first LEED Silver certified, earth-friendly building in Roxbury – to serve as its headquarters and a neighborhood center for job training, adult education, housing counseling, community empowerment, and more. Just a few blocks away, the original site remains home to the family shelter.

Key Responsibilities & Learning Opportunities:

- Assist in conducting intake assessments with families to gather relevant information.
- Support in collaborating with provider agencies to identify and address family needs.
- Participate in managing a caseload under supervision, focusing on personalized re-housing plans and resource facilitation.
- Learn to advocate for families and accompany them to appointments and services.
- Research community resources, make referrals, and follow up on their implementation.
- Assist in maintaining client records and entering data into Project HOPE databases.
- Support families with legal, employment, and financial concerns hindering housing search.
- Learn administrative tasks such as liaising referral resources and maintaining documentation compliant with regulations.

Skills Development:

- Opportunity to develop skills in case management, client assessment, crisis intervention, and communication.
- Hands-on experience with documentation, record-keeping, time management, and organizational skills.
- Learn about relevant laws, policies, and social welfare principles applicable to the field.
- Enhance communication skills through interaction with clients, colleagues, and stakeholders.
- Develop multicultural competency, especially with language skills preferred in the community.

Experience and Educational Opportunities:

- Gain practical experience in providing administrative support and case management.
- Learn to work with diverse populations and handle crises sensitively.
- Opportunity to collaborate with multidisciplinary teams and community partners.
- Participate in workshops and activities to further understand social welfare policies and practices.
- Receive guidance and supervision from experienced professionals in the field.

Training & Education:

- Opportunity for additional training or certifications in relevant areas such as crisis intervention or trauma-informed care.
- Engage in discussions and activities related to human behavior, ethics, diversity, and case management principles.
- Combine education and hands-on experience to develop a well-rounded understanding of social service practices.

This internship offers a valuable learning experience for individuals interested in functions and tasks within non-profit social services, providing a foundation for future career opportunities.