



Community Action Agency of Somerville

CAAS helps local families and individuals achieve financial security while working to eliminate the root causes of economic injustice.

Job Title: Housing Advocacy Program Supervisor
Supervisor: Director of Housing Advocacy Program
Hours: 35 hours per week
Annual Salary: \$57,000-\$60,000
Status: Full time, non-union
Location: Somerville, MA

Overview

The **Community Action Agency of Somerville**, known as **CAAS**, is changing lives for our community members who are furthest from opportunity. For over 40 years, we have been helping local families and individuals achieve financial security while working to eliminate the root causes of economic injustice. Our vision for Somerville is for a city where no one lives in poverty, where we support each other through strong community structures, and where the opportunity to thrive is a lived experience for every resident. We are proud to be a source of stability and support for our community. Our website: <https://www.caasomerville.org/>

Position Summary

The Community Action Agency of Somerville is recruiting for a full-time Program Supervisor to work as part of the Housing Advocacy Program. CAAS' [Housing Advocacy Program \(HAP\)](#) provides a wide range of services to low-income individuals at risk of homelessness, including preventing evictions through advocacy with landlords and in district court and maximizing income by improving access to public benefits.

The **Housing Advocacy Program (HAP) Supervisor** will be responsible for the supervision of the housing advocacy program direct service staff. The position will collaborate with the Program Director to ensure the Housing Advocacy Program provides low-income households with high quality supportive services to prevent homelessness.

GENERAL DUTIES:

- Provide supervision to direct service staff:
- Offer weekly supervision
- Complete employee evaluations
- Implement Performance Improvement Plans, as needed
- Approve timesheets and manage time off requests
- Assign cases
- Lead 90-onboarding process for new employees
- Coordinate CASLS referrals and weekly supervision

- Maintain a small caseload of eviction prevention cases (no more than 10)
- Maintain contents of Program's Shared Drive
- Triage emergency cases from Outreach Letter process
- Provide group supervision to Housing Advocate team and offer ongoing training opportunities for professional development
- Facilitate monthly OHS meeting & Team Meeting in the absence of Director
- Collaborate with Director to develop and implement protocols that ensure efficient delivery of client services
- Other administrative functions include: ensure compliance with data entry and client files
- Other duties as assigned by Director

THE IDEAL CANDIDATE:

- 3-5 years experience working in direct services and crisis intervention related to housing search and stabilization required
- Familiarity with a wide array of supports and opportunities available to low income families, and familiarity with trauma-based approaches preferred
- Familiarity with challenges faced by communities experiencing poverty and oppression, knowledge of root systemic causes
- Experience designing and implementing educational training materials
- Advanced knowledge of MA Tenants' Rights and state & federal affordable housing programs
- Minimum of one year of previous supervisory experience
- Outstanding written and verbal communication skills
- Proven track record of handling problems and emergencies effectively
- Proven track of fostering positive peer relationships
- Familiarity with local service provider network in Somerville
- Ability to communicate in a second language highly preferred (Spanish, Haitian Creole, Portuguese)

LOCATION AND TRAVEL:

Will work from the CAAS administrative office in Union Square, Somerville and have hybrid flexibility to also work from home certain days of the week. Ability to travel to in person local meetings and events in the metropolitan area required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit;

use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

COMPENSATION:

CAAS offers a competitive compensation for this position plus an attractive benefits package, which includes Blue Cross Blue Shield medical, dental, and vision which begins on the first of the following month of hire. We have a comprehensive retirement plan through Mutual of America with eligibility to contribute on the date of hire and company contribution after 1 year. We also offer an Employee Assistance Program (EAP) which allows employees and their household members to contact professional counseling services, referrals for elder-care, mental health, legal planning and financial advice. Our EAP plan is completely confidential, and free to CAAS employees.

NON-DISCRIMINATION STATEMENT:

No person shall be excluded from participation in, denied the benefits of, or otherwise be discriminated against by this program, including in employment, because of race, religion, sex, national origin, immigration status, cultural heritage, age, disability, sexual orientation, or marital status.

TO APPLY:

The review of applications will begin immediately and continue until the position is filled. All applicants must apply by **September 22nd**. For best consideration, please submit a cover letter and resume to Michelle Shipp at mshipp@caasomerville.org