



WATCH CDC

24 Crescent Street, Suite 201, Waltham, MA 02453

www.watchcdc.org

Job Posting Case Manager 9/10/2025

Note: This is a temporary position until 11/15/25 with the possibility of becoming a permanent position.

Job Responsibilities:

Housing Clinic Client work (35 hours/week)

- Educate low-income tenants on their legal rights and responsibilities, and advocate on their behalf.
- Manage 15-20 open cases a week, making contact with clients at least once a week.
- Directly assist clients with resources for housing, fuel assistance, food stamps, clothing, furniture, mental health. help and provide information on community resources.
- Perform data entry on Salesforce, capturing all relevant background, need, actions and outcomes.
- Refer clients to other departments and agencies as needed, coordinating client services with partners.
- Participate in clinical team meetings.
- Support or directly assist illiterate clients in applying for public assistance and rental assistance.
- Create an "Action Plan" with each client detailing the next steps for the client and case manager.
- Coming into the office two days a week to see clients.

Administrative/ General tasks (5 hours/week)

- **Newsletter-** Write annual newsletter articles about Housing Clinic work with photos.
- **Staff Meetings-** Attend and actively participate in twice a month staff meetings.
- **Events-** Attend and assist with organization-wide events, 1-2 times/year.
- **Professional Development-** Attend trainings or workshops for professional development.
- **Check ins-** Check in with Supervisor 1-2 times per month and as needed.

Qualified applicants will have:

- Experience in case management work meeting housing and basic needs.
- Experience working with diverse clientele including those whose primary language is not English.
- Ability to maintain a work/life balance and maintain appropriate boundaries with clients.
- Some familiarity with housing and basic needs resources in the Waltham area is a plus.
- Experience with Salesforce and documenting case management work is a plus.
- Spanish, French or Haitian Creole language proficiency is required.
- Legal status to work in the US without requirement of an employer sponsored visa.

Salary/Benefits: The starting salary for this position is \$55,000/year. This is a full time position with benefits:

- Paid vacation starting at 3 weeks a year plus the week between Christmas and New Year's off
- Individual health & dental insurance paid at 80% or reimbursed
- Paid sick time starting at 80 hours per year
- Employer contribution to 403b of at least 3% of salary per year
- 12 paid holidays and 2 personal days
- Work from home 3 days per week and flexible scheduling
- Annual cost of living pay increase of at least 3%

About WATCH: WATCH is a nonprofit organization whose mission is to work towards a more just community in the Waltham area by promoting affordable housing, providing adult education and leadership development, and empowering underrepresented residents through civic engagement.

WATCH values a diverse workforce that reflects our community and encourages People of Color, LGTBQIA+, neurodiverse, differently abled and veterans to apply. In reviewing applicants, WATCH considers life experience, community involvement, and skills developed in non-related fields. WATCH actively pursues policies that promote diversity, equity and inclusion especially in regards to race, age, financial status, gender and gender identification, national origin, disability, sexual orientation and religion.

To apply: Please send a resume and cover letter which outlines qualifications to Brianna Smith at brianna@watchcdc.org with "JOB APPLICATION- Case Manager" in the subject line. Applications will be reviewed on a rolling basis until filled.