



**Lead Case Manager  
Beverly Bootstraps - Beverly, MA**

**Organizational Overview**

Founded in 1992 as a small food pantry in a church basement, Beverly Bootstraps has evolved into a \$6.5 million organization with a 46-member workforce, serving more than 7,000 individuals annually. Our work is anchored in food assistance and supported by wraparound services that address the root causes of food insecurity, enabling clients to strengthen their foundations for long-term success. Our popular Thrift Shop plays a dual role, generating revenue and providing clothing and household goods to clients in need. Together, these integrated supports reflect the organization's belief that lasting change begins with self-sufficiency and is sustained through strong leadership and a shared commitment to dignity and community.

True to our belief that lasting change begins with self-sufficiency, Beverly Bootstraps has built a strong reputation for meeting urgent needs while helping individuals and families toward self-sufficiency. The organization pairs immediate food assistance with personalized support that empowers clients to achieve greater stability and independence. Through case management, adult education programs, youth and family services, and tax preparation services, clients gain tools to overcome barriers and work toward sustained independence. While food assistance remains central to its mission, Beverly Bootstraps embraces a holistic approach that addresses the root causes of food insecurity.

**The Opportunity**

Beverly Bootstraps seeks a Lead Case Manager to provide client-centered case management to individuals and families experiencing housing instability, food insecurity, or other barriers to self-sufficiency. The role combines assessment, goal planning, resource navigation, advocacy, and documentation to support clients in achieving stable housing, improved health, and increased economic stability.

The case management team is working to deepen the way we serve clients, moving from one-off support and resources to more in-depth, longer-term coaching; we are looking for someone who will help us build the structure of this new approach and grow with the program and organization.

Reporting directly to the Case Management Supervisor, the Lead Case Manager will work closely with the case management team and colleagues on the food assistance, education, and thrift teams. The ideal candidate is an entrepreneurial, solutions-oriented professional who can balance direct client services and support with strategic thinking and thought partnership with department leaders.

The Lead Case Manager will join the organization at an exciting and critical moment, when both the need for our services and support from the community are at all-time highs.

## **Responsibilities**

- Conduct comprehensive intake and assessments to identify client needs, strengths, risks, and eligibility for services.
- Develop individualized service plans with measurable goals and timelines in collaboration with clients' needs.
- Provide ongoing case management, including regular client engagement, progress monitoring, crisis intervention, plan adjustments, and coaching.
- Coordinate referrals and linkages to internal programs and external community resources, including housing, benefits, employment, healthcare, mental health, and substance use services.
- Advocate on behalf of clients with landlords, service providers, and public agencies to remove barriers and secure services.
- Maintain accurate, timely, and compliant documentation of client contacts, case notes, service plans, outcomes, and required reporting in agency systems.
- Facilitate clients' access to emergency supports, including rental assistance, food resources, transportation, and other basic needs.
- Participate in multidisciplinary team meetings and case conferences to ensure coordinated care and information sharing.
- Support community outreach and education efforts to increase awareness of available services and to engage hard-to-reach populations.
- Collect, track, and report program data to support performance measurement, funding requirements, and continuous quality improvement.
- Uphold strict confidentiality standards and professional ethics in all client interactions and recordkeeping.

## **Key Skills & Capabilities**

- Passion for Beverly Bootstraps' mission and work; demonstrated commitment to building an inclusive society where diversity is valued and all individuals and families have the support and resources to achieve self-sufficiency
- Bachelor's degree in social work, human services, psychology, or related field required; Master's degree in social work preferred.
- Minimum four to five years of direct case management or human services experience; experience working with vulnerable populations preferred.
- Familiarity with community resources, public benefits systems, and housing programs; ability to collaborate effectively with community partners and service providers
- Strong assessment, crisis intervention, problem-solving, and advocacy skills; excellent verbal and written communication; proficiency with basic computer applications and case management databases.
- Demonstrates cultural humility and sensitivity when working with diverse populations.
- Ability to work both independently and collaboratively as part of a team.
- Comfort with outreach and field-based work, including community-based meetings.
- Strong organizational skills with the ability to manage a caseload and prioritize urgent needs.
- Bilingual in Spanish or other languages preferred.

## **Salary and Benefits**

The annual salary for this role is \$75,000. This is a full-time position (40 hours per week) and will require some nights and weekends. It is primarily an in-person role at our offices at 35 Park Street in Beverly, with some flexibility for remote work, and the expectation that the case manager will spend time out in the community, attending events and meeting with clients, partners, and other community members.

Benefits include Health, Dental, Vision coverage, Flexible or Healthcare Spending Account, Supplemental Insurances, company-paid benefits such as life insurance, short-term and long-term disability, PTO, and sick time.

**To apply**

Please submit a resume and cover letter to [gbatista@beverlybootstraps.org](mailto:gbatista@beverlybootstraps.org) with “Lead Case Manager” in the subject line. Applications will be reviewed as received.

*Beverly Bootstraps believes that one of a community's great strengths is the rich diversity of its residents in race, religion, national origin, ethnicity, gender, sexual orientation, gender identity and expression, marital status, age, height, weight, physical or mental disability, veteran status, pregnancy, or any other protected characteristic as established by law. Beverly Bootstraps affirms publicly its moral and legal commitment to a policy of equal opportunity and non-discrimination in employment.*