

Brookline Housing Authority

Position Title:	Resident Services Program Specialist	Department:	Resident Services
Reports to:	Resident Services Director	Approved By:	Danielle Mendola
FLSA Status:	Non-Exempt	Approved Date:	10/17/2024

The Organization

With affordable housing as a base, the BHA’s Resident Services Program (RSP) brings together community resources to improve life outcomes and opportunities for residents of all ages, abilities, and backgrounds. The Resident Services Program Specialist provides key outreach and administrative support for community programming and partnerships with a focus on BHA’s family housing sites.

Essential Duties and Responsibilities

In coordination with resident services team:

- Develop, implement, and support resident services initiatives that foster community and facilitate resource connections.
- Maintain calendar of resident-oriented programming, activities, and resources.
- Assist with resident services communications, including regular newsletters and other channels.
- Effectively outreach to, enroll, and engage residents in BHA/community programs, events, and meetings.
- Solicit and integrate resident feedback to ensure programming is responsive to resident interests and needs.
- Identify and collaborate with community partners to enhance access to relevant resources and programs.
- Maintain attractive, safe, and well-equipped family community and family learning spaces including technology, furnishings, and materials.
- Serve as lead on technology access including providing regular open-access learning center hours.
- Assist with scheduling, setup, access, and use of community spaces.
- Organize or support community events, including coordination of child care, food, and space as needed.
- Identify and support contract instructors, resident leaders, and other volunteers.
- May lead or facilitate groups, workshops, and/or classes based on skills, interests, and identified community needs.
- Maintain timely and accurate documentation.
- Provide general administrative support for the Resident Services Program.
- Participate in professional development and staff engagement opportunities.
- Maintain confidentiality.
- Other tasks as assigned or agreed upon.

All activities must support the Brookline Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

Qualifications

- Associate’s degree and/or 2+ years in community-based programs or related.
- Demonstrated characteristics: genuine enthusiasm for community outreach; caring, resourceful, responsible, and adaptable to evolving program needs; physical condition commensurate with program demands.
- Demonstrated ability to: establish strong, trusting partnerships with participants and colleagues of diverse backgrounds; share, solicit, receive, and grow from feedback.
- Demonstrated skills: excellent interpersonal, verbal, and written communication skills; strong organizational skills and attention to detail; proficiency in Microsoft Office/Google Suite and design tools (e.g., Canvas).

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- Ability to work occasional evenings and additional hours.
- Bilingual in Spanish or Haitian Creole preferred but not required.
- Relevant lived experience is valued.
- Familiarity with Brookline is a plus.

Physical Requirements

- Ability to travel to properties - access to personal vehicle and valid license
- Ability to work on feet for extended periods of time
- Ability to carry/lift up to 25 pounds

Compensation & benefits

- 12-month contract position.
- \$25-\$28/hr
- 24 hours per week with potential for additional hours
- Hybrid position, with minimum required on-site hours.
- The BHA offers a competitive salary and strong benefits package including state GIC health insurance, a transit stipend, education allowance, and a defined-benefit pension.

Additional Notes

- Hybrid work environment.
- Anticipated start date December 2024-January 2025.

The BHA is an equal opportunity/affirmative action, Section 3 employer. Women, LGBTQ individuals, minorities, veterans, Section 3 qualifying individuals (defined as being a public housing resident or a "low-income resident"-80% of Area Median Income), and persons with disabilities are strongly encouraged to apply.

Read and Acknowledged

Employee Signature

Date

Employee Name (printed)