

## Brookline Housing Authority

<b>Position Title:</b>	Self Sufficiency Program (SSP) Coach/Coordinator	<b>Department:</b>	Resident Services
<b>Reports to:</b>	Financial Opportunity Program Manager	<b>Approved By:</b>	Danielle Mendola
<b>FLSA Status:</b>	Non-Exempt	<b>Approved Date:</b>	12/30/2024

The Self Sufficiency Program (SSP) Coach/Coordinator supports economic advancement of residents with limited incomes at the Brookline Housing Authority (BHA), a high-performing, mid-sized public housing agency. This position will lead the Self Sufficiency Program (SSP) model offers low-income families a coordinated set of tools, supports, and incentives with which to achieve increased and lasting competencies, wellness, and financial self- sufficiency. This is an exciting opportunity to close wealth and access gaps through positive coaching relationships as well as coordination of a range of self-sufficiency-oriented services.

- Deliver financial empowerment programming for residents of BHA-subsidized housing in compliance with HUD regulations and BHA policies.
- In collaboration with Resident Services and BHA team, implement “surround sound” outreach strategies to effectively engage and enroll eligible participants and meet program targets.
- Develop collaborative, individualized assessments and action plans outlining short- and long-term goals, strategies, steps, supports, and skills including education, training, and/or employment advancement with program participants.
- Use motivational coaching frameworks and regular monitoring to support participant progress over time, promote opportunities for economic advancement, access applicable resources, apply key competencies, and overcome barriers to program success.
- Provide one-to-one assistance with resumes, cover letters, and job, training, and education program applications.
- Build effective working relationships with related departments including, but not limited to, Property Management, Finance and Resident Services.
- Implement financial empowerment supports (such as free tax preparation and regular employment/training resource newsletter).
- Maintain required records and complete documentation in a timely manner in compliance with program policies; prepare program reports as needed.
- Form strong partnerships with local service providers, ESOL/adult education programs, training programs, employers, community colleges and certificate programs, and related providers that enable direct pathways for adults.
- Plan or support several community events each year that promote resident engagement and learning, such as workshops, job fairs, and end-of-program celebrations.
- Assist with resource development, such as site visits and preparation of grant proposals.
- Maintain required records and complete documentation in compliance with program policies; prepare program reports as needed.
- Manage escrow accounts, incentive payments, and financial activity accurately and in accordance with applicable regulations and policies.
- Keep up-to-date successful national and local efforts to assist low-income families achieve economic self-sufficiency and any required certifications.

## Brookline Housing Authority

- Assist with resource development, such as site visits and preparation of grant proposals.
- Maintain confidentiality.
- Other duties as assigned or agreed upon.

*Activities must uphold and be consistent with the BHA's mission, strategic goals, and objectives.*

*Job duties and responsibilities may change according to program needs.*

### **Required Qualifications:**

- Bachelor's degree in Social Services, Education or related field and three (3) years demonstrated experience in economic self-sufficiency services for a diverse, low-income clientele. Master's degree in Social Work or related field is preferred, with a minimum of one (1) years related professional experience with the social service delivery system in the greater Boston area.
- Demonstrated knowledge of local employment, training, and postsecondary and adult education resources.
- Demonstrated characteristics: commitment to, and passion for supporting diverse families with limited incomes to toward financial empowerment; sensitivity to impact of trauma and the needs of low-income and culturally diverse participants along with an unwavering belief in client capacity to define and reach their personal visions; trustworthy, with strong interpersonal skills; self-awareness, empathy, integrity, sound judgment; interest in serving long-term with program; 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; manage competing priorities; communicate effectively, both orally and in writing, including conveying difficult or complex information in a relatable manner; plan, organize, and direct activities and services.
- Demonstrated skills: excellent organizational skills; Detail-oriented with the ability to complete work accurately and efficiently; proficiency with Microsoft Office and Google suite.
- Able to travel to BHA properties with access to a personal vehicle and valid Driver's License preferred.
- Able to work some evenings as needed.

### **Preferred Qualifications:**

- Supervisory experience.
- Familiarity with Brookline is a plus.
- Bilingual skills (Spanish or Haitian Creole) a plus.
- Relevant lived experience is valued.

### **Compensation & benefits**

- Salary Range: from \$55,000-\$65,000.
- Hybrid work environment.
- 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:**

- F/T
- Hybrid work environment.

## Brookline Housing Authority

*The BHA is an equal opportunity employer and committed to hiring individuals who reflect the diversity of the communities it serves. "Section 3" low-income residents (defined as 80% of the area median income) are encouraged to apply.*

### Read and Acknowledged

---

Employee Signature

Date

---

Employee Name (printed)