

Brookline Housing Authority

Position Description

Position Title:	Senior Services/Wellness Specialist	Department:	Resident Services
Reports to:	Director of Resident Services	Approved By:	Danielle Mendola
FLSA Status:	Non-exempt	Approved Date:	3.4.22

Summary

As part of a growing team, the Brookline Housing Authority's ("BHA's" or "Authority's") Senior Services / Wellness Specialist will provide key programmatic support for expanding BHA's health and housing integrations to help low-income seniors, persons with disabilities, mental health- related needs, or other vulnerabilities to live healthy and fulfilling lives. This is a temporary, one-year contracted position with the potential of permanent hire.

All activities must support the BHA's mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed.

In collaboration with the Resident Services Director and BHA Team:

- Develop, coordinate, and manage comprehensive, culturally representative, relevant, and evidence-based wellness services, partnerships, and approaches for senior/disabled residents. Services may include: medical, nutritional, fitness, mental health, educational, and other community services, in partnership with relevant service providers.
- Assess community needs/gaps/barriers and assets/resources/services to inform program logic model.
- Set and monitor continuous improvement goals and outcome measures for quality service delivery.
- Implement periodic resident assessments and systems for tracking resident services-related trends and outcomes.
- Support agency and program policies, practices, and workflows that enhance resident accessibility such as: language access, reasonable accommodations, resident communications, emergency preparedness, confidentiality agreements, and tenancy preservation plan development.
- Lead and attend interdisciplinary team meetings for effective service coordination.
- Receive, incorporate, and relay staff, resident, and community feedback to ensure responsive programming.
- Occasionally facilitate or coordinate educational workshops and groups on topics related to resident well-being.
- Provide accurate, timely and routine reports on program activities, service utilization, and client outcomes.
- Provide outreach and consultation to connect residents at-risk with long-term services and supports.
- Maintain client documentation and confidentiality.
- Represent the BHA at pertinent meetings.
- Supervise program interns and/or volunteers, as applicable.
- Pursue avenues for additional services through private, local, state, and federal sources.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Brookline Housing Authority

Position Description

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

- Master's degree in social work, public health, or related field. LICSW preferred, but not required.
- 5+ years of relevant, progressive clinical/case management and administrative experience; particularly in affordable or congregate housing settings for seniors.
- Relationship-driven and passionate about working with older adults and persons with disabilities.
- Strong interpersonal, written, and verbal communication skills and the ability to establish effective working relationships with people at all levels and diverse cultural backgrounds; including residents, colleagues, and community partners.
- Demonstrated understanding of evaluation methods and evidence-based interventions.
- Self-starter, flexible, resourceful, and responsive.
- Able to work on-site; vaccinated; and have access to personal transportation.
- Fluent in Russian and/or Mandarin highly desirable.
- Excellent employment references

Technical Skills

To perform this job successfully, the employee should have strong computer skills, be highly organized and proficient in Microsoft Office and electronic databases. Must also have the ability to learn other computer software programs as required by assigned tasks.

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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Brookline Housing Authority

Position Description

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.

Office environment. The noise level in the work environment is usually moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]