

# Brookline Housing Authority

## Position Description

<b>Position Title:</b>	Education & Engagement Coordinator	<b>Department:</b>	Resident Services
<b>Reports to:</b>	Director of Resident Services	<b>Approved By:</b>	
<b>FLSA Status:</b>	Non-Exempt	<b>Approved Date:</b>	

### Summary

Beginning with affordable housing as a base, the BHA's Resident Services Program (RSP) brings together community resources to improve life outcomes and opportunities for diverse residents of all ages, abilities, and backgrounds. As part of a growing team, the Education and Engagement Coordinator serves a lead role in bridging equity gaps for residents of Brookline public housing – with a focus on youth, families, and technology - through dynamic outreach and enriching, community-based programming.

All activities must support the Brookline Housing Authority (“BHA” or “Authority”) 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.*

- Manage the day-to-day operations of the BHA's three family learning center spaces and technology access initiatives, including providing weekly, open-access learning center hours and enrichment programming for youth and adults.
- Maintain attractive, safe, and well-equipped learning spaces and technology for residents of all ages, including: securing technical support when needed and making recommendations and requests for equipment and facility upgrades, furnishings, and program materials.
- Coordinate and maintain a calendar of resident-oriented programming along with the RSP team.
- Coordinate with the RSP team to effectively outreach to, enroll, and engage residents in programming, ensuring continuity of services and participation.
- Plan and deliver age-appropriate, respectful, relevant, and engaging enrichment for youth and adults, including homework help, literacy, arts and hands-on activities, and online learning.
- Provide limited one-to-one training to adults and seniors with limited computer knowledge.
- Collaborate with community partners to enhance resident access to relevant resources and programs.
- Support family/school/community connections through on-going, positive communication with parents, coordination of FLC space use with community providers, and serve as a liaison in relevant meetings, to advocate for the needs of BHA youth.
- Coordinate with the Resident Services Program Director to select and supervise several part-time instructors and resident leaders, including timely completion of background checks, scheduling, and on-going monitoring of program activities.
- Assist with development, implementation, and updating of family learning center program policies, forms, and data tracking systems to improve program delivery.
- Assist with resident services communications and marketing, including regular newsletters, website updates, and social media strategy.
- Organize or assist with special events, such as family nights and annual volunteer appreciation, including management of site space and coordination of childcare as needed.

# Brookline Housing Authority

## Position Description

- Help facilitate groups or workshops according to availability, skills, interests, and identified community needs.
- Maintain and submit accurate and timely records according to administrative requirements, including program data and finance/payroll/invoice documentation.
- Participate in professional development and staff engagement opportunities.

## Behavioral Competencies

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

- Genuine enthusiasm for community outreach, educational equity, and digital inclusion.
- Responsible, self-motivated, and adaptable to evolving program needs and opportunities.
- Willingness to “roll up one’s sleeves” to get the job done and support the broader team as needed.
- Ability to plan and implement creative, engaging enrichment plans and group activities.
- Ability to work flexible hours including occasional evenings.

## Education and/or Experience

- Associate’s degree in education or related field and a minimum of three (3) years of experience working effectively with diverse children, families, staff, and community partners, ideally in youth development or education setting. An equivalent combination of education and experience may be considered. Bachelor’s degree and one (1) year of supervisory experience or volunteer management preferred.
- Excellent verbal and written communication skills (English).
- Bilingual skills highly desirable but not required.
- Familiarity with Brookline preferred.

## Technical Skills

To perform this job successfully, the employee should have strong computer skills in Microsoft Office, Google Suite, basic graphic design (e.g., Canva), and social media.

## 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.

## Work Environment

# Brookline Housing Authority

## Position Description

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 is moderate traffic customer service-related work.

### Compensation & benefits:

- \$22-\$28/hr
- 24-32 hours/week with the potential for additional hours.
- BHA offers a competitive salary and strong benefits package including state GIC health insurance, a transit stipend, education allowance, and a defined-benefit pension.

**To apply:** Please submit a resume and statement of interest to [residentservices@brooklinehousing.org](mailto:residentservices@brooklinehousing.org).

**Anticipated start date:** October 2021.

***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.***