

SELF-SUFFICIENCY PROGRAM COORDINATOR/COACH

Brookline Housing Authority

The Self-Sufficiency Program (SSP) Coordinator/Coach is a new position at the Brookline Housing Authority (BHA), a high-performing, mid-sized public housing agency. The BHA's SSP model combines mobility mentoring, collective impact, and asset-building practices to promote the economic security and mobility of 35 or more low-income families over a three-to-five year period. This is an exciting opportunity to close access gaps through positive coaching relationships as well as provision of a range of self-sufficiency oriented services.

Key Responsibilities

- Develop, deliver, and support self-sufficiency-oriented programming for adult residents of public housing, with attention to traditionally underrepresented groups, including English language learners.
- Organize, support, and attend relevant outreach events for self-sufficiency programs.
- Plan or support several community events each year that promote resident engagement and learning, including workshops on relevant themes such as financial literacy and end-of-program celebrations.
- Develop and manage effective partnerships with local service providers, ESOL/adult education programs, training programs, employers, and community colleges and certificate programs that enable direct pathways for adults.
- Coordinate outreach, intake, enrollment, scheduling, curriculum, instruction, and assessment of self-sufficiency classes and workshops engaging 55 or more participants on annual basis.
 - Contract, manage, and support part-time instructors.
 - Occasionally co-facilitate or act as a substitute for classes.
 - Order program materials and maintain program space.
 - Support the use of volunteers in programming.
- In collaboration with resident services team, create regular resource newsletters.
- Attend and occasionally facilitate team meetings.
- Develop individualized assessments and action plans outlining short- and long-term education- and employment-oriented goals and strategies for new program participants.
- Make appropriate referrals to other programs for additional assistance when necessary.
- Provide one-to-one assistance with resumes, cover letters, and job, training, and education program applications as needed.
- Meet quarterly with each participant to support and monitor progress toward goals, with additional check-ins as needed.
- Assist with management of escrow accounts and approve disbursements and incentive payments, along with designated BHA staff.
- Maintain required records and complete documentation in a timely manner in compliance with program policies; prepare program reports as needed.
- Assist with resource development, such as site visits and preparation of pertinent grant materials.
- Maintain knowledge of successful national and local efforts to assist low-income adults to achieve economic self-sufficiency.
- Other duties as assigned or agreed upon.

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

Qualifications

- Bachelor's Degree in social services, education or related field and five (5) 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 three (3) years working experience with the social service delivery system in the greater Boston area, particularly employment, training, education and financial counseling programs.
- Demonstrated experience with low-income adults; program coordination; group facilitation.
- Proficiency with Microsoft Office and Google suite.
- Demonstrated knowledge of local employment, training, and postsecondary and adult education resources; familiarity with Brookline is a plus; motivational interviewing, coaching, and/or principles of adult learning.
- Demonstrated ability to: plan, organize, and direct activities and services; to communicate effectively, both orally and in writing; establish collaborative and effective professional relationship with participants and colleagues of diverse backgrounds, including English learners; solicit, receive, and grow from feedback; manage competing priorities.
- Demonstrated characteristics: sensitivity to the needs of low-income households and culturally diverse participants along with an unwavering belief in their capacity to define and reach their personal visions; initiative and resourcefulness; interest in serving long-term with program; physical condition commensurate with program demands.
- Bilingual skills a plus, particularly Spanish.
- Able to work some evenings as needed.

Compensation & benefits:

- Salary Range: starts at \$55k
- 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 cover letter detailing your qualifications and interest to the Resident Services Program Director at residentservices@brooklinehousing.org. No phone calls or letters.

Temporarily remote due to COVID-19.

The BHA is an equal opportunity/affirmative action, Section 3 employer. Females, 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.