



Helping Courageous Moms Lift Their Children Out of Homelessness

## Job Description

Title: Community-Based Services Manager  
Reports to: Director of Programs  
Supervises: Specialists and Interns

### SUMMARY

The Community-Based Services Manager plans, directs, manages, and oversees the activities and operations of Community-Based Services which focus on empowering individuals and families to achieve long-term stability in City of Boston with special concentration in the neighborhoods of Dorchester, Roxbury, and Mattapan.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Develop community knowledge and establish productive relationships with community organizations having a shared vision/goal of serving low-income families
- Identify and implement effective strategies for cross-agency collaboration, communication, and shared resources.
- Develop strategies to demonstrate the positive long-term outcomes for low-income families receiving services
- Develops, promotes and facilitates support groups for at locations in the community
- Conduct presentations as requested to increase the community awareness and the needs of low-income families.
- Provides individual counseling, possibly in other languages using translators as needed
- Maintains current knowledge policies and procedures and applies best practices to meet program outcomes.
- Maintains a comprehensive list of referrals and relationships with community groups, organizations, advocates, and government to facilitate advocacy and referrals
- Maintains current and accurate records of services, updating database information and preparing periodic reports as needed
- Participates in case conferences and agency meetings as needed
- Represents the agency at meetings with community collaborators and at other events as needed
- Complete forms, reports, and paperwork in a timely and comprehensive manner as required
- Other duties as assigned

### QUALIFICATIONS

- Committed to Brookview's philosophy, and promoting social justice and social change
- BA in Social Work, Counseling, Psychology, Public Health, Human Services or equivalent with a minimum of 5 years of experience working with individuals and groups
- Excellent supportive listening skills
- Demonstrated cultural competence with diverse ethnic, cultural and socio-economic groups, as well as diversity based on ability/disability, sexual orientation, and religion
- Demonstrated ability to utilize appropriate communication techniques when responding to callers that shows sensitivity to the caller's needs
- Ability to interact with participants in a non-judgmental manner
- Ability to prioritize, manage multiple tasks and job sites; ability to work independently and in a team.
- A team-oriented leader committed to employee empowerment, problem-solving, and customer service.
- Strong organization skills
- Maintains professional boundaries at all times
- Maintains confidentiality regarding program participants
  
- Familiarity with community agencies and resources serving homeless and/or low income populations.
- Bi-lingual/bi-cultural preferred
- Ability to travel throughout Boston required; driver's license and car highly desirable
- Ability to work evenings and/or weekends when needed.