



Service Coordinator/Case Management Specialist

About the Center

The Brookline Center for Community Mental Health is a leading Massachusetts provider of mental health care and community-based social services; a sought-after placement for training clinicians; and a partner to more than 50 agencies working to improve the wellbeing of our community's most at-risk and vulnerable populations. The Brookline Center offers outstanding, affordable care to all who need us no matter their ability to pay, helping individuals, children, and families lead healthier, safer and fuller lives, while building a stronger community for all.

We are actively interested in ensuring that the Brookline Center for Community Mental Health represents a range of experiences and backgrounds. Qualified candidates with diverse racial, cultural, multilingual, religious, class, and/or gender background, and experiences are strongly encouraged to apply.

Position Summary

The Brookline Center for Community Mental Health is seeking to fill the role of Service Coordinator/Case Management Specialist on the Center's Community Team. The position entails providing on-site service coordination for the Brookline Housing Authority (BHA) to its residents, providing benefits advocacy, housing support, and connection to other services as needed. In addition, this position will support the Safety Net Fund, an emergency fund for Brookline residents that provides rental, food, utility and other assistance. The position presents an excellent opportunity for an astute, diligent, person-focused individual to care for Brookline residents in addition to supporting clinicians and the greater Brookline community.

Primary Responsibilities

- Provide on-site service coordination services for BHA residents
- Develop service plans for BHA residents and connect to services as needed
- Coordinate care with other community supports and service agencies
- Collect data related to service delivery as required
- Participate in teams, committees and/or task forces as appropriate
- Answering phone calls and conducting intakes with residents in need of financial assistance
- Funding rental assistance and other emergency services
- Cataloguing calls and summaries in a database
- Assisting with grant writing and reporting
- Supporting other community programming as needed

Qualifications

- BA OR equivalent experience
- Experience in a community social services working with property management, medical, or mental health setting preferred
- Bilingual/bicultural (Spanish, Mandarin, or Cantonese speaker preferred)
- Excellent interpersonal, organizational, and writing skills
- The proven ability to work closely with an integrated team
- Comfort level in the support of clients with complex psychiatric conditions

Hours and Benefits

This a full-time, salaried position (40 hours/week) Monday – Friday; may need to work one evening per week (no later than 7pm). The Brookline Center offers a supportive and stimulating work environment; professional growth opportunities; and a comprehensive benefits package that includes employer paid medical and dental insurance, pre-tax savings and retirement plans, and generous paid time off. Additional compensation will be provided for case managers providing multilingual services

To Apply

Please submit your resume along with a cover letter that outlines your interest and qualifications as a single PDF or Word document to talent@brooklinecenter.org.

Equal employment opportunity

The Brookline Center is an equal opportunity employer, committed to workplace diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.