



Operations Specialist, School-Based Telebehavioral Health (SBTBH)

School-Based Telebehavioral Health (SBTBH) Program

About the Brookline Center

The Brookline Center for Community Mental Health is a leader in advancing access to high-quality behavioral health care for children, families, and communities. In addition to delivering outpatient services, the Center designs and implements innovative, scalable programs in partnership with school districts, healthcare providers, and state agencies.

The School-Based Telebehavioral Health (SBTBH) program is a statewide initiative focused on expanding equitable access to mental health and substance use services for youth. As the lead implementation and evaluation partner, the Brookline Center operates at the intersection of public health, education, and clinical care to build sustainable systems that improve outcomes for students across Massachusetts.

Position Summary

Under the direction of the Director of School-Based Telebehavioral Health and in collaboration with program leadership, the Operations Specialist provides operational, administrative, and project coordination support for the School-Based Telebehavioral Health (SBTBH) Program. The Operations Specialist is responsible for maintaining operational infrastructure, coordinating meetings and events, tracking deliverables and action items, supporting reporting activities, maintaining documentation and SOPs, and ensuring smooth day-to-day program operations.

Key Responsibilities

Program Operations Coordination

- Coordinate day-to-day operational activities across the SBTBH program
- Maintain project plans, implementation trackers, workplans, and operational dashboards
- Track deliverables, deadlines, action items, and follow-up activities
- Monitor project timelines and escalate operational barriers as appropriate
- Support development and maintenance of operational workflows and procedures
- Ensure consistency and organization across program systems and processes

Meeting and Event Management

- Coordinate internal and external meetings, including scheduling, logistics, agenda development, and follow-up
- Prepare meeting materials, presentations, and supporting documentation
- Document meeting notes, decisions, and action items
- Coordinate trainings, webinars, site visits, learning collaboratives, and program events
- Manage registrations, attendance tracking, participant communications, and event logistics

Grant Funding Tracking and Contract Administration

- Maintain grant, contract and agreement tracking systems
- Monitor contract execution status, deliverables, and renewal timelines
- Track invoices, expenditures, and funding allocations
- Support grant monitoring and financial reporting activities
- Assist leadership in ensuring compliance with contractual and operational commitments

Reporting and Administrative Support

- Support preparation and maintenance of program dashboards, reports, and status updates
- Assist with data collection, tracking, and reporting activities
- Maintain electronic filing systems and shared program resources
- Develop, update, and maintain SOPs, templates, and operational guidance documents
- Support preparation of presentations, reports, and materials for leadership and external stakeholders

Training and Stakeholder Coordination

- Coordinate training logistics, materials, attendance tracking, and follow-up communications
- Support communication and coordination with school districts, provider organizations, consultants, and community partners
- Monitor and facilitate timely responses to routine stakeholder requests
- Maintain stakeholder contact lists and communication tracking systems

Administrative Infrastructure

- Manage shared calendars, project resources, and administrative systems
- Support onboarding and orientation activities
- Assist with special projects and program initiatives as assigned
- Perform other duties as needed to support successful program operations

Core Competencies

- Project Management skills
- Strong organizational and project coordination skills
- Operational excellence and attention to detail
- Process improvement and systems thinking
- Strong written and verbal communication skills
- Ability to manage multiple priorities simultaneously
- Accountability and follow-through
- Collaboration and relationship management
- Problem-solving and adaptability
- Commitment to health equity and access to care

Qualifications

Required

- Bachelor's degree required
- 3-5+ years of experience in operations, project coordination, program administration, or related roles
- Strong organizational, project management, and communication skills
- Demonstrated ability to manage multiple priorities and deadlines
- Proficiency with Microsoft Office Suite, Google Workspace, and virtual collaboration platforms
- Experience coordinating meetings, events, and administrative processes

Preferred

- Experience in behavioral health, healthcare, public health, education, or nonprofit settings
- Experience supporting grant-funded or government-funded initiatives
- Familiarity with contracts, grant management, and reporting processes
- Experience working across multiple stakeholders and partner organizations

SALARY, HOURS AND BENEFITS

Salary range: \$65K-70K

Placement within this range will depend on factors including the candidate's relevant experience, demonstrated skills, alignment with the role's responsibilities and internal equity. While the posted range represents our good-faith expectation of compensation for this position, the actual salary offered may fall toward the lower end of the range for individuals who are still developing skills or experience aligned with the role's full scope.

**Additional compensation for staff with bilingual/multilingual abilities used in their work at the Center.*

This a full-time position (40 hours/week) Monday – Friday

Hybrid

Benefits:

- Employer matched 403(b) Plan
- Health Insurance, Dental and Vision
- Healthcare FSA and Dependent Care FSA, and Health Savings Account
- Paid Family Medical Leave benefits
- Generous Vacation (3weeks first year, 4 weeks 2nd year) Sick (3 weeks) and Personal Time (4 days)
- 12 Paid Holidays and 1 Floating Holiday

Salary, Structure & Expectations (65k-70k)

- Full-time, 40 hours/week

- Hybrid work structure
- Reports to the Director, School-Based Telebehavioral Health
- Requires a high level of organization, responsiveness, and accountability
- Ability to manage multiple projects and deadlines in a fast-paced environment

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