

Town of Brookline
Human Services Resource Navigator
Health and Human Services Department

The Town of Brookline is seeking a compassionate and resourceful **Human Services Resource Navigator** to support residents in accessing critical social services. This professional role works closely with individuals and families, as well as with internal departments and external partners, to address a wide range of needs—including housing and food insecurity, mental health, substance use, and access to healthcare.

Key Responsibilities:

- Respond to referrals and conduct screenings to assess needs across social service areas.
- Maintain detailed client records and follow up on referrals to ensure connection to care.
- Collaborate with human service agencies, outreach workers, and Town departments to coordinate support.
- Identify service gaps and support new initiatives to expand community resource access.
- Provide crisis response and support using trauma-informed practices.
- Participate in outreach, community events, and public education.

Qualifications:

- Associate's degree in social work, human services, gerontology, or related field.
- 1–3 years' experience in a community-based setting; multicultural experience preferred.
- Strong knowledge of local resources, confidentiality regulations (HIPAA), and a recovery-oriented system of care.
- Excellent interpersonal, communication, and critical thinking skills.
- Bilingual/multilingual fluency preferred.

This is a dynamic opportunity to make a direct impact on the well-being of Brookline residents. Join our dedicated team and help connect individuals and families to the services they need to thrive.

Salary Range: \$72,883 – \$82,463 annualized with excellent benefits

How to Apply: Submit your resume and cover letter online:

<https://brooklinema.clearcompany.com/careers/jobs/3e15768e-5584-c371-b2e0-061c7d0ff280/apply?source=3458542-CS-28827>

Position open until filled; priority consideration will be given to applications received by **July 29, 2025**.