

# Family Connector

Full-Time Regular | Boston, MA | Hybrid

## Who We Are

Since 1969, **Boston Chinatown Neighborhood Center (BCNC)** has been a vital presence in Greater Boston and beyond, empowering Asians and new immigrants to build healthy families, achieve greater economic success, and contribute to thriving communities. We provide a broad range of innovative programs and services centered around education, workforce development, family support, and arts and culture, leaving a significant and lasting impact on the lives of more than 13,000 children, youth, and adults every year.

## About Family Services

The **Family Services** department was developed in 2007 to support parents, youth, and children through a holistic approach. Family Services aims to improve the psychosocial well-being of immigrant families in Greater Boston and the South Shore. It achieves this goal by offering linguistically and culturally appropriate short-term mental health counseling, case management, and educational programs, which reduces cultural stigma related to behavioral and mental health and increase knowledge of and access to available resources and supports.

## About The Role

The **Family Connector (FC)** plays an integral role in implementing BCNC's family-centered approach across departments. The FC is primarily responsible for conducting capacity-building activities and intervention services related to problem gambling. The FC also implements BCNC's family-centered approach across departments and is responsible for coordinating services for individual clients and families at BCNC, including but not limited to case management, parent engagement, consultation and referrals, and facilitation of parent education workshops. This position reports to the Director of Family Services.

## What You Will Do

- Develop and implement comprehensive strategies to increase awareness and education about problem gambling, mental health, and family and community wellness within the communities. This may include culturally appropriate events, workshops, support groups, and social media outreach.
- Create and implement a comprehensive strength-based case management and mental health counseling (as appropriate) service plan for all assigned individuals and/or families.
- Maintain comprehensive and accurate documentation, including daily data, progress notes, and quarterly reports, ensuring compliance with all agency and contract regulations.
- Develop and manage community partnerships to support family and community wellness with a focus on problem gambling prevention.
- Support constituents across BCNC programs through engaging with public school partners and organizations to ensure a successful referral process.
- Develop and maintain engaging outreach materials, including social media content for the agency's platforms (e.g., WeChat Public Account) and print materials such as flyers and brochures in English and Chinese, to support outreach and service goals.
- Provide case management knowledge and skills training for BCNC staff as needed.
- Attend Family Services meetings and training as assigned and maintain necessary certifications.
- Perform other duties assigned by the supervisor.

## What We Look For

- B.A. in a related field with 1-3 years of related experience in case management, MSW/Master in Mental Health Counseling, or related field preferred.
- Experience with Microsoft Office and Zoom is required.
- Bilingual in oral and written skills in English, Cantonese, and/or Mandarin is required.
- Strong interpersonal and communication skills.

- Knowledge and awareness of immigrant family issues.
- Experience working with children, youth, adults, families, and in the mental health field.
- Experience working with immigrant populations is strongly preferred.
- Excellent organizational skills and ability to manage multiple tasks in a fast-paced environment.

### What We Offer

- Competitive Benefits Package
- 403B Retirement Plan
- Paid Time Off
- Paid Holidays
- Professional Development
- Work-Life Balance

### Working Conditions

- Must be available to work a flexible schedule and may require local travel during the workday.
- Work is performed primarily in a standard work environment, including the operation of computer equipment, and physical demands associated with a traditional work setting, e.g., walking, standing, communicating, and other physical functions, as necessary.

### How to Apply

<https://forms.monday.com/forms/db5eeee1eb8c34bfe9f0508064c03873?r=use1>

### Please Note

You must be authorized to work in the United States. BCNC does not provide sponsorship for an employment work visa.