

BRAIN INJURY ASSOCIATION OF MASSACHUSETTS

JOB DESCRIPTION

Department: Programs & Services

Job Title: NeuroResource Facilitator

Reports To: Director of Programs & Services

Hours: Full Time 40 Hour Exempt Position

Organization Overview

The Brain Injury Association of Massachusetts (BIA-MA) is a non-profit organization that provides Support & Resources to brain injury survivors and their families; Prevention Programs to educate the public on the impact of brain injuries; Education & Training for brain injury survivors, caregivers, and professionals; and Legislative Advocacy for improved community services and safety laws.

Position Overview

The NeuroResource Facilitator (NRF) will work directly with individuals, families and caregivers who have been affected by traumatic brain injury, stroke, brain tumors, and other forms of acquired brain injury. The NRF will navigate alongside the individual, family, or caregiver to provide resource support, assess needs, and collaborate with community members/service providers for the purpose of providing one-on-one navigation support.

In collaboration with BIA-MA leadership, the NRF will also be responsible for the creation, coordination, and delivery of outreach efforts to increase awareness and development of brain injury resources.

Responsibilities

Working within the parameters of the BIA-MA, NeuroResource Facilitators (NRF) are responsible for:

- The coordination and delivery of resources to individuals with brain injury, family members or caregivers, and professionals.
- Providing client-specific information based upon a standardized needs assessment, knowledge of brain injury, the individual's clinical history, stage of recovery, age, and knowledge of available resources for persons with brain injury.

- Providing information to professionals who contact the BIA-MA on behalf of a person with a brain injury or their family/significant other, with informed consent.
- Identifying, researching, and directing individuals in accessing needed supports and resources that may potentially benefit the person living with a brain injury.
- NeuroResource Facilitation may also include collateral consultation with community providers or other programs (e.g., MassHealth).
- Aiding individuals with brain injury or their families/significant others, with respect to completing applications (e.g., applications for state-funded services) and strategies/pathways for accessing services.
- Developing working relationships with underserved communities and establishing multilingual capacity with a contracted telemedicine interpreter service.
- Providing informational workshops and seminars to persons with brain injury, their families, and significant others regarding available community-based services.
- Establishing and maintaining working relationships with various facilities, organizations, and agencies to establish and expand program referrals.
- Collaborating on organizational outreach initiatives and informational opportunities to increase awareness of prevention, education, advocacy, and supports.
- Requesting clinical consultation via the BIA-MA Director of Programs and Services with BIA-MA's contracted clinical consultants.
- Entering and tracking data according to program reporting requirements and maintaining program records.
- Creating methods to identify and report available regional resources and collecting data identifying any gaps and barriers in services.
- Maintaining confidentiality with respect to client and program data.
- Participating in BIA-MA events and initiatives in the community.
- Assisting with other agency wide projects, as determined by BIA-MA's leadership team.

Requirements and Skills:

- BA in Psychology, Social Work, Rehabilitation, or related human services field preferred.
- The preferred candidate will have experience working with individuals with acquired brain injury (ABI) as a resource & support specialist, rehabilitation clinician, social worker, case manager, program coordinator, or manager of a program serving individuals with ABI.
- Knowledge of community-based resources and services for individuals with ABI.
- Understanding of Massachusetts disability, social service, and medical service systems.
- Experience working with persons with disabilities, families, and professionals preferred.
- Understanding of disability challenges.
- Excellent verbal and communication skills; Bilingual a plus

- Ability to work extremely independently and interdependently in diverse groups.
- Flexibility in scheduling to meet individual and organizational needs.
- Experience in the use of office equipment including telephone, computer, fax, and copier/scanner.
- Excellent computer skills, including internet proficiency (Experience with Microsoft Office-Excel, Word, Power Point, etc. & virtual platforms-Zoom, teams, etc.)
- Safe driving record and availability of personal car for travel throughout Massachusetts, as needed
- Must pass CORI check

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person. The person may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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