



## **WORCESTER COMMUNITY ACTION COUNCIL, INC.**

**The Antipoverty Agency for Central Massachusetts**

484 Main Street, 2<sup>nd</sup> Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810  
Telephone: 508.754.1176 ♦ Fax: 508.754.0203 ♦ Website: [www.wcac.net](http://www.wcac.net)

### **JEC Case Manager, Full time, 8:30-4:30 in Worcester**

*The Case Manager will provide intake coordination, case management, work readiness skill building and financial coaching for clients in programs such as the Secure Jobs Initiative, Working Cities Worcester and Urban Agenda.*

#### **Qualifications**

- High School diploma or HiSET®; Bachelor's Degree preferred.
- Experience providing case management services required.
- Experience providing financial coaching and work readiness skills preferred.
- Knowledge of basic budgeting required.
- Must demonstrate a personable and professional image at all times.
- Must be able to demonstrate ability to coordinate and manage logistics relative to the collection of data.
- Must be proficient in Microsoft Office.
- Must be able to multitask and work in a busy environment.
- Ability to work effectively and cooperatively with staff and clients from diverse cultural, educational and socio-economic backgrounds, as well as experience working with at-risk youth and/or adults required.
- Excellent verbal and written communication skills required.
- Ability to maintain confidential information.
- Bilingual ability preferred.

#### **Other Requirements**

- Ability to successfully complete a CORI/SORI review.

#### **Duties and Responsibilities**

- Contact referred clients initially, coordinate appointment scheduling, meet with clients to conduct an overall assessment and complete intake and program eligibility paperwork.
- Conduct outreach and engagement activities to referred clients weekly through phone calls, emails, and mailings. Implement incentive strategies to engage clients.
- Provide case management services and referrals to other area resources as needed. Utilize a coaching approach to work with clients.
- Assist with work readiness skill building to prepare clients for job placement assistance; to include computer skills, online job searching, resume writing, and how to dress for success in



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the workplace.

- Track client progress, complete documentation of progress weekly, maintain client files, prepare and submit required periodic reports as required.
- Coordinate workshops for clients with guest speakers on a regular basis.
- Provide follow-up services, including meetings, phone outreach, and mailings.
- Meet individually with clients to assess financial situation and skills.
- Develop a plan for stabilizing household finances with client. Determine and set goals to increase financial skills, abilities, and modify unhelpful behaviors.
- Assist clients in creating budgets, reviewing and modifying current budgets, accessing and reading credit reports, opening bank accounts, utilizing direct deposit, and using strategies for saving regularly.
- Assist in the development of a financial literacy curriculum, research best practices and creative models, facilitate financial workshops, and meet individually with clients to help instill healthy financial behaviors.
- This position will require interaction with WCAC employer and community partners. The Case Manager must be able to interact with professionalism and exhibit excellent customer service skills.