



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts
484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
Telephone: 508.754.1176 ♦ Fax: 508.754.0203 ♦ Website: www.wcac.net

Family Case Manager, Head Start School Year, Full Time (37.5 Hours)

Worcester Community Action Council, Inc. is seeking a qualified professional to collaborate with parents of Head Start children and the Head Start staff to promote the well-being of the child, self-sufficiency, and engagement opportunities.

Qualifications:

- Bachelor degree in Human Services or related field preferred.
- Ability to work cooperatively and effectively with a diverse population.
- Knowledge of community resources in Southern Worcester County.
- Strong computer skills and working knowledge of Microsoft Office. Ability to learn system, Childplus.
- Excellent interpersonal and communications skills both written and verbal. Bilingual preferred.

Special Certification or Documentation:

- Valid driver's license and reliable transportation.
- Ability to successfully complete a CORI/SORI/DCF reviewed every two years.
- Evening hours may be required to meet the needs of the families and programs.
- Mandatory physical every two years and Mantoux test per DEEC requirements.
- CPR and First Aid certificate required.

Duties and Responsibilities:

- Assist with recruitment of children and intake process.
- Coordinate and prepare enrollment packages with site supervisors for new and returning children. Attend and coordinate orientation sessions. Collaborate with the Health and Education staff to ensure all enrollment documentation is updated before children start and throughout the school year.
- Prior to enrollment, identify high risk families based on point system for high risk families. Meet with high risk families at least once a month for support and follow up on referrals.
- Observe in the classroom a minimum of 2 hours per month. In accordance with Head Start Standards and DEEC regulations ensure that all children are safely accounted for and not left unattended at any time while in the daily care of the WCAC Head Start program. Assist staff in the classroom as needed.
- Ensure that all related family information is entered, scanned and updated in the Childplus database. Including and not limited to communication with parents, PIR information, family reviews, custody documentation, and any other documentation related to social service.
- Complete all required documentation pertaining to the program. Update activity logs in Childplus on a monthly basis and make hard copies for children's main file. Assure documents in children's files match Childplus data.
- Responsible for maintenance of Social Service records and center reports. Provide a monthly report to Family Engagement Coordinator.
- Assist Social Service/Family Engagement Coordinator with Policy Council meetings.
- Attend and assist all parent-related activities. Monitor parent activity fund.
- Set up and maintain a Parent Information Center. Schedule and attend workshops, speakers, and activities for the Parent Center Committee. Coordinate and support Parent Center Committee meetings.
- Conduct a minimum of two (2) home visits per year, or as needed to work on the Family Partnership Agreement follow up, referrals and outcomes.
- Advocate for families to receive services in a timely manner. Provide parents with a community resources book. Arrange transportation for families when necessary, to visit community service providers, medical, and dental offices, and act as a liaison between community resources and Head Start families. Encourage and support families advocating for themselves in the community.

- Ensure weekly meetings are complete in a timely manner and communicate with supervisor by email when meetings do not occur and the reason. Provide written documentation of the weekly meetings.

Send cover letter and resume specifying position to: Human Resource Department, Worcester Community Action Council, Inc., 484 Main Street, 2nd Floor, Worcester, MA 01608 or via email to hr@wcac.net. AA/EOE. **Resumes must be received by June 30, 2017.**