



**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)

## **Family Services Case Manager, Full Time in Southbridge**

**Brief Description:** Assist Family Service Coordinator, Health Coordinator, Special Service and Education Staff in Head Start work with parents of Head Start children.

### **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 and the ability to learn agency systems such as Childplus.
- Excellent interpersonal and communications skills both written and verbal.
- Bilingual preferred. Strong written and oral skills.

### **Other Requirements**

- 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**

- 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
- Attend and assist all parent-related activities. Monitor parent activity fund.
- Coordinate and support center committee parent meetings.
- Assist staff in the classroom as needed.
- Observe in the classroom a minimum of 2 hours per month.
- Assist with recruitment of children and intake process.
- Conduct a minimum of two (2) home visits per year, including summer months, or as needed to work on the Family Partnership Agreement and support families.
- Ensure that home visits are done and completed.
- Contact all families on a monthly basis.
- Meet with high-risk families at least once a month.



**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)

### **Family Services Case Manager, Full Time in Southbridge**

- Provide parents with a community resources book.
- Schedule and attend workshops, speakers, and activities for the Parent Center Committee.
- Make referrals and 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. Follow up on all referrals in house and outside referrals. Ensure families receive services on a timely manner.
- Provide documentation of outcomes on all referrals.
- Keep binder with all parent activities related to parent involvement.
- Set up and maintain a parent information center.
- Responsible for maintenance of records and center reports.
- Ensure 3 to 5 children are discussed at weekly meetings.
- Coordinate and track Case Management for assigned families. Communicate with Coordinators the outcome follow-up. Ensure that follow up happens before Case Management meeting.
- Encourage and support families advocating for themselves in the community.
- Comply with WCAC Head Start abuse and neglect policies.
- Complete all required documentation pertaining to the program.
- Provide a monthly report to Social Service/Family Engagement Coordinator.
- Complete home visits and follow-up with children with poor attendance and develop an attendance plan as needed.
- Assist Social Service/Family Engagement Coordinator with Policy Council meetings.
- Ensure that all family information is entered and updated in the Childplus. Including communication with parents, PIR information, upload necessary documentation that include family reviews, case management, custody documentation, and any other documentation related to Social Service.
- Coordinate services with EHS staff when a family is in dual programs.
- Coordinate case conference with community agencies.
- Update activity log on a monthly basis.
- Coordinate and prepare orientation packages with site supervisors. Attend and coordinate orientation sessions.
- Coordinate volunteer participation.