

Worcester Community Action Council, Inc.
484 Main Street, 2nd Floor
Worcester MA 01608
(508) 754-1176

Healthy Families – Family Support Advocate – Full-time, 37.5 Hours
Southbridge

The Family Support Advocate provides program participants with home visits, advocacy, support, assistance, and education to help them achieve optimal health, development, family stability, and function in their communities in accordance with a participant generated service plan.

Requirements include:

- Minimum High School Diploma or HiSET equivalency. Associate's degree preferred.
- Experience working with infants, toddlers, and young families.
- Experience working with adolescents in one-on-one and group settings.
- Experience working with diverse populations.
- Ability to speak Spanish, a plus.
- Good oral and written communication skills.
- Ability to successfully complete a CORI review annually.
- Valid driver's license and reliable transportation.
- Complete all required Children's Trust (CT) and agency orientation and training.

Duties and Responsibilities:

- Work with each participant family to coordinate services, report observations, and seek instruction and guidance specific to each family's needs.
- Educate participant families about the importance of early and continuous prenatal care and positive habits to enhance pregnancy outcome and the stages of pregnancy.
- Educate families on infant, toddler and adolescent development, family health and nutrition as well as self-sufficiency and safety.
- Assist parents and family members in learning effective interaction and parenting skills with infants and toddlers through positive role modeling and providing current information on relevant topics.
- Support young parents in their social, environmental and health needs by identifying services, community resources and informal networks.
- Assist participant families to identify their individualized goals and objectives and how to plan for successful achievement of their plan. Help them to identify barriers and solutions to overcome the barriers through self-sufficiency or available services or programs.
- Support parents as they learn to parent through daily living.
- Assist participant families to learn parental coping strategies, and to expect realistic accomplishments of their child based on their child's developmental stage.
- Make the necessary referrals to appropriate services, with participants' consent, such as Early Intervention, when ASQ scores are low.
- Assist with preparation, facilitation, and co-facilitation of group sessions. Provide child care for participant group sessions as assigned.
- Coordinate transportation for participants to attend group programs and events if pre-approved.
- Participate in case conferences and coordination, bi-weekly team meetings, and individual weekly supervision.
- Identify new referral sources and recruit new participants for program through community outreach and collaboration with other human service providers.

- Provide referral assistance for families contacting the program who do not meet the criteria for Healthy Families of Southern Worcester County. This includes providing referrals to other Healthy Families programs as well as to appropriate program and agency affiliations.
- Maintain and track participant program contacts by completing required forms and entering accurate data into the PDS (Participant Data System) computer tracking system within CT timeframes, and from a strength-based perspective.
- Promote cultural competency and diversity practices within the program and the agency.
- Respect and maintain confidentiality of all participant information.

Full-time position working 37.5 hours/week (Monday-Friday from 8:30am – 4:30pm). Benefit package to include medical, dental, 403(b) retirement plan, voluntary benefits, paid holidays, vacation, personal and sick time.

Please include a 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, hr@wcac.net. AA/EOE. **Resumes must be received by October 7, 2016.**