



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts
484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
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Healthy Families, Supervisor & Family Support Advocate

Full Time (37.5 Hours)

Worcester Community Action Council, Inc. (WCAC) is seeking a full time, Supervisor/Family Support Advocate for our Healthy Families program. The successful candidate will be responsible for supervising a team of Family Support Advocates (FSA) in an effort to support, assist, educate, and achieve optimal service delivery to families. This person will work closely with the program Director to ensure program quality and continue to build outreach efforts. This person will also provide 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 Family Goal Plan.

Qualifications:

- Bachelor's degree in Human Services or related field required.
- One to two years of experience supervising in human service programs.
- One to two years of experience in home visitation with 0-3 age population.
- One year of experience working with adolescents in one-on-one and group settings.
- Knowledge and experience of maternal, infant health, parenting education and concepts of child abuse and neglect.
- Experience working with diverse populations.
- Demonstrated ability to establish supportive, nonjudgmental relationships with others.
- Ability to speak Spanish as a second language preferred.
- Excellent written and verbal communication skills.
- Basic knowledge of computer skills to include Microsoft Office, email and internet search ability.

Other Requirements:

- Ability to successfully complete a CORI reviews biannually.
- Valid driver's license and reliable transportation.
- Ability to climb stairs and lift up to 40lbs.

Supervisor Duties and Responsibilities:

- Oversee FSA documentation on the Participant Data System (PDS). Review and sign-off on Family Goal Plans and make recommendations as needed.
- Weekly supervision meetings of assigned Family Support Advocates (FSA).
- Update weekly FSA supervision logs to include participant case review, staff-focused notes, and training documentation.
- Periodically review participant files with program Director to comply with program policy.
- Maintain a strong working relationship with program Director utilizing a team approach to management.
- Marketing and collaboration with referral sources and community based partnerships for the promotion of Healthy Families in Southern Worcester County.
- Conduct outreach activities to solicit new referrals.
- Train newly hired FSAs on program and Agency policies and procedures.
- Conduct annual performance evaluations of assigned FSAs.

Family Support Advocate Duties and Responsibilities:

- Maintain a small assigned caseload following requirements and regulations for FSA 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:
 - Importance of early and continuous prenatal care and positive habits to enhance pregnancy outcome
 - Infant, toddler and adolescent development
 - Family health and nutrition.

- Effective interaction, parenting skills and coping strategies
- 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.
- 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, 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.
- Maintain and track participant program contacts by completing required forms and entering accurate data into the PDS computer tracking system within specified timeframes, and from a strength-based perspective.

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 October 13, 2017.**