

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

Job Title: Secure Jobs Initiative Case Manager in Worcester

Job Description: Provide intake coordination, case management; work readiness and financial literacy skill-building to the Secure Jobs Initiative Program clients.

Qualifications: High school diploma or GED equivalent; Bachelor's Degree preferred; Combination of education and experience considered.

- Experience working with a diverse client population required
- Experience providing case management services required
- Knowledge of basic budgeting required.
- Experience providing financial literacy and work readiness skills preferred

Duties and Responsibilities

1. Contact referred clients initially, coordinate appointment scheduling, meet with clients to conduct overall assessment and complete intake and program eligibility paperwork.
2. Conduct outreach and engagement activities to referred clients weekly through phone calls, email and mailings. Implement incentive strategies to engage clients.
3. Provide case management services and referrals to other area resources as needed.
4. 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 the workplace.
5. Track client progress weekly, maintain client files and communicate information for reporting purposes monthly.
6. Coordinate luncheon workshops for clients with guest speakers bi-monthly.
7. Provide follow-up services, including meetings, phone outreach, and mailings.
8. Develop a plan for stabilizing household finances with client. Set goals to increase financial skills, abilities, and modify behaviors.
9. Assist clients in creating budgets, reviewing and modifying current budgets, opening bank accounts, and using strategies for saving regularly.

This is a full time position with excellent benefits to include Blue Cross Medical and Dental, Agency paid Life Insurance, 403(b), paid time off and much more.

Send resume with cover letter specifying position to: Human Resource Director, Worcester Community Action Council, Inc., 484 Main St., 2nd Fl., Worcester, MA 01608 or hr@wcac.net. AA/EOE.