



**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)

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## **Case Manager, YouthWorks Summer, Temporary Full Time (37.5 Hours)**

Worcester Community Action Council, Inc. is seeking a qualified professional to maintain the case load of assigned youth and work sites while ensuring a positive work and learning experience for both youth and employers for the YouthWorks Summer Jobs Program. This is a temporary, summer position with hours from 6/19/17 – 8/18/17.

### **Qualifications:**

- High School Diploma or HiSET, Bachelor's degree preferred; related experience considered.
- Demonstrated skills in supervising and/or leadership experience.
- Familiarity with the Worcester and Webster communities preferred.
- Ability to work effectively and cooperatively with staff and clients from diverse cultural, educational and socio-economic backgrounds required. Experience working with at-risk youth preferred.
- Attention to detail is essential. Will be asked to verify participant eligibility and timesheets.
- Must be able to multitask and work in a busy environment with a lot of time traveling throughout the community to different worksites.
- Ability to become familiar with and cite potential violations of OSHA worksite rules and Child Labor laws.
- Strong written and oral communication skills.
- Must be proficient in Microsoft Office.
- Bilingual ability preferred.

### **Special Certification or Documentation:**

- Ability to successfully complete a CORI/SORI review.
- Valid driver's license and reliable transportation required. Position requires daily travel to job sites throughout the city.

### **Duties and Responsibilities:**

- This position will require interaction with business partners. The Case Manager must be able to interact with professionalism and exhibit excellent customer service skills.
- Monitor worksites for compliance with all applicable state, federal, and program rules and regulations.
- Establish and maintain a positive working relationship with worksite employers. Communicate with worksite supervisor weekly to ensure a successful experience.
- Establish and maintain a positive mentoring relationship with youth. Communicate with youth weekly to ensure a successful job experience.
- Conduct employer orientation and facilitate work readiness training for youth in a small group setting.
- Conduct weekly visits to assigned worksites. Assist with problem-solving in the event of conflict. Escalate to manager when appropriate.
- Monitor accuracy and proper maintenance of weekly timesheets at worksites.
- Distribute weekly payroll and ensure accuracy of weekly time sheets to include participant and supervisor's signatures.
- Develop, implement, and complete Work-Based Learning Plans for all assigned youth. Conduct reflection activities designed to assist youth with skill development.
- Assist youth with developing plans for "next steps", such as resume writing and job applications.
- Ensure youth have appropriate wrap-around supports as needed. Make referrals for services as needed.
- Meet with Assistant Director of JEC and Asset Development Programs, Youth Employment Coordinator, and other YouthWorks staff weekly. May be asked to provide weekly status reports on the employers and assigned youth.
- Support the JEC team as needed. Other duties may be assigned by the Executive Director.

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](mailto:hr@wcac.net). AA/EOE. **Resumes must be received by May 17, 2017.**