



**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)

## **Case Manager, Job & Education Center, Full Time (37.5 Hours)**

The successful candidate will be responsible for connecting youth referred to the Job & Education Center (JEC) with community resources, and supporting them through various short-term employment work experiences. This position requires interaction with the JEC team, agency partners, and clients of WCAC; excellent customer service skills are critical.

### **Qualifications:**

- High School Diploma or HiSET, Bachelor's degree preferred; related experience considered.
- Demonstrated skills in case management and/or coaching required.
- Experience working with the at-risk youth required.
- Ability to work effectively and cooperatively with staff and clients from diverse cultural, educational and socio-economic backgrounds required.
- Familiarity with Worcester resources preferred.
- Attention to detail is essential. This position will require managing and documenting case notes, and data entry.
- Must be able to multitask and work in a busy environment with a lot of time traveling throughout the community.
- Strong written and oral communication skills.
- Must be proficient in Microsoft Office.
- Bilingual ability preferred.

### **Other Requirements:**

- Ability to successfully complete a CORI/SORI review
- Evening hours may be required to meet the needs of the program.
- Valid driver's license and reliable transportation required. This position requires daily travel throughout the city. Agency reimburses for mileage.

### **Duties and Responsibilities:**

- Establish and maintain a positive working relationship with program partners, specifically Worcester Public Schools.
- Establish and maintain a positive mentoring relationship with youth.
- Work with JEC team to ensure youth have appropriate wrap-around supports. Make referrals for services as needed.
- Meet with JEC team every two weeks, and program partners on a monthly basis.
- Maintain detailed client database and files of youth to meet funder compliance requirements.
- Attend Worcester youth resource and employment related meetings, as appropriate.
- Attend train-the-trainer workshops and other professional development trainings.

Excellent benefit package includes health, dental, life, 403(b) retirement plan with Agency contribution, Flexible Spending Account, voluntary benefits, paid holidays, vacation, personal and sick time.

Please include a cover letter and resume to: Human Resources, Worcester Community Action Council, 484 Main Street, Suite 200, Worcester, MA 01608. Or via email to: [hr@wcac.net](mailto:hr@wcac.net)

WCAC is an equal opportunity employer.

**Resumes must be received by February 20, 2019.**