



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts
484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
Telephone: 508.754.1176 ♦ Fax: 508.754.0203 ♦ Website: www.wcac.net

Supervisor, Healthy Families, Full Time (37.5 Hours)

WCAC is seeking a full time, Supervisor 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, educate, and achieve optimal service delivery to families. This person will work with the program Director to ensure program quality and continue to build outreach efforts.

Qualifications:

- Bachelor's degree in human services or related field required. Master's degree preferred.
- 1-2 years of experience supervising in human service programs.
- 1-2 years of experience in home visitation with strong background in prevention services to the 0-3 age population.
- 1 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. Expressed desire and motivation to provide home visiting services to infants, toddlers, adolescents, and diverse families.
- Demonstrated ability to establish supportive, non-judgmental relationships with others.
- Ability to demonstrate empathy and advocacy for participants.
- 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.
- Physical requirement, ability to climb stairs and lift up to 40lbs.

Duties and Responsibilities:

- Weekly supervision of assigned Family Support Advocates (FSA) following The Children's Trust (CT) requirements.
- Oversee FSA documentation on the Participant Data System (PDS) including supervisor's sign off and recommendations.
- Update weekly FSA Supervision logs to include participant case review, staff-focused notes, and training documentation.
- Conduct annual performance evaluations for assigned FSAs.
- Complete orientation procedures following program policy for newly hired FSAs.
- Conduct outreach activities to solicit new referrals. Market lead agency and program to engage community.
- Collaborate with referral sources and community based partners to promote the program
- Complete periodic review of participant files with program Director to comply with program policy.
- Facilitate solution focused strength-based dialogue with families and staff.

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 at Worcester Community Action Council, 484 Main Street, Suite 200, Worcester, MA 01608. Or via email to: hr@wcac.net. WCAC is an equal opportunity employer.

Resumes must be received by March 29, 2019.