



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts
484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
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YouthWorks Summer, Case Manager, Temporary Full Time (37.5 Hours)

Worcester Community Action Council, Inc. (WCAC) is seeking a qualified professional to maintain a case load of assigned youth and work sites while ensuring a positive work and learning experience for both youth and employers for the 2019 YouthWorks Summer Jobs program.

This is a temporary, summer position starting June 17, 2019. The Case Manager will work 37.5 hours per week, Monday to Friday from 8:30am – 4:30pm through July. Beginning in August the hours will be reduced to 30 hours per week or less depending on the needs of the program.

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.
- Experience working with at-risk youth preferred.
- Ability to work effectively and cooperatively with staff and clients from diverse cultural, educational and socio-economic backgrounds required.
- 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.
- Must become familiar with and able to 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.

Other Requirements:

- Ability to successfully complete a CORI/SORI review.
- Valid driver's license and reliable transportation required. This position requires daily travel to various job sites.

Duties and Responsibilities:

- Communicate with business partners as needed demonstrating professionalism and excellent customer service skills.
- Conduct employer orientation and facilitate work readiness training for youth in a small group setting.
- 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 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 to include participant and supervisor signatures. Distribute weekly payroll.
- 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, make referrals for services as needed.
- Meet with the Manager of Youth Initiatives, Youth Employment Coordinator, and other YouthWorks staff weekly. May be asked to provide weekly status reports on the employers and assigned youth.
- Support the Job and Education Center team as needed.

Send cover letter and resume specifying position to: hr@wcac.net or Human Resource Department, Worcester Community Action Council, Inc., 484 Main Street, 2nd Floor, Worcester, MA 01608.