



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts
484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
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Supervisor, Healthy Families, Full Time (37.5 Hours)

WCAC is seeking a full time Supervisor for our Healthy Families program. Healthy Families partners with first-time parents to provide coaching and support navigating the ups and downs of parenting. 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.
- 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.
- Excellent written and verbal communication skills.
- Basic knowledge of computer skills to include Microsoft Office, email and internet search ability.
- Ability to speak Spanish as a second language preferred.

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 funder 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.

Send cover letter and resume specifying position via email to hr@wcac.net or to the Human Resource Department, Worcester Community Action Council, 484 Main St, 2nd Floor, Worcester, MA 01608. **Application deadline is January 31, 2020.**

Worcester Community Action Council, Inc. is committed to a policy of equal employment opportunity to all qualified employees and applicants for employment without regard to race, color, sex, age, national origin, religion, physical or mental disability, pregnancy or pregnancy related condition, sexual orientation, gender identification, genetic information, membership in the uniformed services or any other classification which is protected under state or federal law.