



**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 hrs)**

WCAC's Job & Education Center (JEC) is seeking two full time Case Managers that will be responsible for managing a caseload of approximately 15 - 25 youth; providing comprehensive case management, connecting them to community resources, building trust and relationships, reducing attachment to gangs and gang activities, and ultimately reducing instances of youth violence, criminal activity and juvenile arrests.

This position requires interaction with the JEC team, agency partners, and clients of Worcester Community Action Council, Inc. Excellent customer service skills are critical.

### **Qualifications:**

- High School Diploma or HiSET, Bachelor's degree preferred; related experience considered.
- Knowledge and understanding of gang culture, especially in Worcester and how national trends influence local activity.
- Demonstrated skills in case management and/or coaching required.
- Experience working with the at-risk youth required. Understanding of unique needs of youth, ages 17 – 24.
- Familiarity with Worcester resources preferred.
- Ability to work effectively and cooperatively with staff and clients from diverse cultural, educational and socio-economic backgrounds required.
- Strong written and oral communication skills.
- Must be proficient in Microsoft Office.
- 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.
- 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.

### **Duties and Responsibilities:**

- Establish and maintain a positive working relationship with program partners.
- 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.
- Attend weekly case management and outreach meetings. Meet with JEC Team every two weeks, and program partners on a monthly basis. Attend Worcester youth resource and employment related meetings and trainings, as appropriate.
- Maintain detailed client database and files of youth to meet funder compliance requirements. Maintain strict confidentiality.

Send cover letter and resume specifying position via email to [hr@wcac.net](mailto:hr@wcac.net) or to the Human Resource Department, Worcester Community Action Council, 484 Main St, 2<sup>nd</sup> Floor, Worcester, MA 01608. **Application deadline is January 24, 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.