



Job Title: Family Support Worker, New Bedford Family Resource Center

Reports to: Program Director, New Bedford Family Resource Center

Classification: Full time, Hourly, Non-Exempt

Work Schedule: 37.5 hours per week, 5 days per week, Monday – Friday, some evenings and weekends

Pay Rate: \$23.50/hour - \$24.25/hour

Introduction: Since 1953, United Way of Greater New Bedford (UWGNB) has been a leading institution on the SouthCoast. Our mission is to mobilize people, partnerships, and resources to catalyze change that strengthens the communities we serve. Through strategic collaboration, direct services, and financial support, we actively engage with our communities to identify gaps and create initiatives to address them. Every United Way of Greater New Bedford staff member serves as an ambassador for the organization, demonstrating a culture of fundraising and volunteer engagement.

Since 2010, UWGNB has operated New Bedford’s Family Resource Center (NBFRC), which is funded by the Department of Children and Families. NBFRC is a single point of entry to help struggling families with children identify and gain access to an array of culturally competent family support services by guiding them to available resources.

General Duties and Responsibilities:

- Contribute to UWGNB’s overall success and impact by working with the Program Director and others to ensure high quality service
- Function as part of the NBFRC team by contributing to the day-to-day work of the NBFRC
- Exhibit professionalism in all job functions, including strict confidentiality with family information
- Conduct intakes with families to assess needs, strength and goals
- Help families navigate child-family service systems and understand available services.
- Support families with basic needs, parenting education, advocacy, and problem solving
- Plan, organize, and facilitate evidence based classes, youth/parent support groups and workshops
- Help coordinate and participate in NBFRC activities and events in both the Family Resource Center and in the community
- Attend and actively participate in staff meetings, training, and professional development



- Establish and maintain effective relationships with all families and community partners
- Maintain accurate records and ensure all data is entered into the database system accurately and on a timely basis
- Provide ongoing monitoring of assigned caseloads, following established internal guidelines for outreach
- Manage work schedule to meet operational hours of the Family Resource Center, which includes some evenings and occasional weekends.

Desired Skill and Abilities:

- Case Management experience with diverse populations
- Knowledge of the protective factors
- Strong oral and written communications skills
- Knowledge of both State and local services and resources for families and youth
- Values and practices cultural humility
- Ability to problem solve and access resources for families and youth in a complex and fast-paced environment
- Knowledge of family support principles
- Knowledge of child development
- Demonstrated ability to work effectively with a cross sector of the community
- Familiarity with the MA Department of Children and Families
- Proficiency in Microsoft Office
- Bi-lingual/bi-cultural Spanish, Cape Verdean Creole and/or Portuguese highly desired

Requirements:

Bachelor's Degree in Social Work or related Human Services field preferred; however, candidates with an Associate's Degree with 2 years' experience working with at risk families and communities will be considered, as well as those pursuing their degree or those who demonstrate the desired skills and abilities for this position.

A valid driver's license and personal vehicle is required, as well as a willingness to work some evenings and occasional weekends.

Candidates should email resume and cover letter to: liveunited@unitedwayofgnb.org

Please list subject as *FRC Family Support Worker*.

Review of applications will begin immediately and continue until position is filled.

United Way of Greater New Bedford is an equal opportunity employer. We do not discriminate on the basis on race, religion, color, national origin, sex, gender identity, sexual orientation, age, veteran status, medical condition, status as an individual with a disability, or any other basis applicable by law. United Way of Greater New Bedford strives to foster an inclusive and empowering environment for all employees.