

**Job Title:** Family Support Worker

**Reports to:** Director of Family Support Initiatives

**Classification:** Full time, hourly, non-exempt

**Work Schedule:** 37.5 hours per/wk. 8:30 am to 5:00 pm, including some evenings and weekends

**Summary:** United Way of Greater New Bedford (UWGNB) fights for the health, education, financial stability, and basic needs of every person in the nine communities it serves. We are actively involved in our communities, supporting organizations and strategically creating initiatives and offering services where gaps exist. Every United Way of Greater New Bedford staff member serves as an ambassador for the organization, demonstrating a culture of fundraising, service and volunteer engagement.

For struggling families and youth, finding out what services can help and are available to them can be a confusing and challenging process. Since 2010, UWGNB has operated New Bedford's Family Resource & Development Center (FRDC). Funded by the Department of Children and Families, the FRDC is a single point of entry to help families with children identify and gain access to an array of culturally competent family support services.

The Family Support Worker (FSW) is responsible for providing information, resources and support on State and local services and resources to Greater New Bedford families with children to help them reach their self-identified goals. The Family Support Worker works closely with parents, children, teens, grandparents, guardians and others who may be involved with the family using a strength based approach as a foundation for their individual case planning and support to families at the Center. FSW's are responsible to assess the needs of family members, recommend services and supports and work with families to help ensure their needs are met.

**Duties and Responsibilities:**

- Function as part of the Family Support Team
- Conduct Family Intakes and Assessments
- Provide information, assistance with and/or referrals to services and programs, such as, but not limited to: housing/shelter assistance, fuel assistance, MassHealth, WIC, SNAP, TANF, community health services, safety, education, employment and training, peer support and behavioral and mental health
- In collaboration with families develop and implement individual case plans for each family tailored to their unique needs
- Monitor assigned family case plans through established intervals of in- person and phone contacts
- Prepare and maintain accurate case files and ensure all client data is entered into the data base system in a timely fashion
- Exhibit professionalism in all job functions, including confidentiality and establish and maintain effective relationships with all collaterals
- Co-facilitate Parent/Youth Groups as needed
- Help coordinate and participate in all FRDC activities and event
- Attend and actively participate in staff meetings, trainings and professional development
- Receive and respond to supervision
- Flexibility in work schedule to meet operational hours of the Center, which includes some evenings and occasional Saturdays



United Way  
of Greater New Bedford

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Mobilizing people, partnerships, and resources to catalyze change that strengthens the communities we serve.

**Desired Skills and Abilities:**

- Case Management experience with diverse populations
- 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

**Hiring Range:**

Low-mid \$30Ks. Competitive benefits package included. Relocation expenses not paid.

**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 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.

UWGNB strongly encourages its employees to be vaccinated against COVID-19.

Candidates should email resume and cover letter to [liveunited@unitedwayofgnb.org](mailto:liveunited@unitedwayofgnb.org) and list in subject line:

**Family Support Worker**

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