

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.

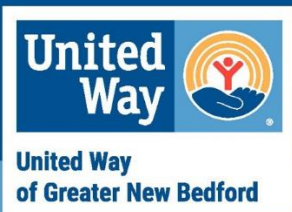
For struggling families and youth, finding out what services can help and are available to them can be a confusing and challenging process

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



128 Union Street, Suite 105 · New Bedford, MA 02740 · Tel: 508-994-9625 · Fax: 508-994-9667

Mobilizing people, partnerships, and resources to strengthen the community.

- 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 events
- 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.

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

Salary and Benefits:

\$38,000 annually and 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 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 *Family Support Worker*

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