

Resource Advocate (Northampton)

Community Action Pioneer Valley seeks an energetic, highly organized individual with excellent customer service skills to work with low-income individuals & families. A Resource Advocate has two primary responsibilities: answering the information & referral phone line, and working more in-depth with individuals and families' in-person, by phone or video. Information and referral includes screening callers for benefit programs, scheduling appointments, making connections to resources, and educating callers about public benefit systems. Work with individuals and families follows a strengths-based, evidenced-based model, to provide in-depth assessment of need, referrals, application assistance, advocacy, education, budget development and follow-up services. Resource Advocates help with access to a variety of resources like SNAP, MassHealth/Health Connector, financial assistance and housing assistance. Remote work from home may be required.

Ideal candidates will have a High School Diploma or HS Equivalency and five years' experience in Human Service or related field or applicable work experience working with individuals and families that have low incomes; excellent computer skills; demonstrated ability to work both independently and as part of a team; and, reliable access to transportation to travel throughout Hampshire and Franklin county. Position is based out of Northampton office. Bilingual (English-Spanish) preferred. 37.50hr/wk. Salary range \$18.18 - \$19.29. Bilingual differential available. Excellent benefit package. Screenings begin immediately and continue until position is filled.

Community Action offers a comprehensive benefits package. We offer Health Insurance (CAPV pays 80% of the premium*), Dental Insurance, Retirement Plan, Flexible Spending Plans (medical and dependent care), Vision Insurance, Short-Term and Long-Term Disability Insurance (CAPV pays 100% for the benefit), Sick, Vacation, Personal time and 12 paid Holidays.

Please go <https://www.communityaction.us/job-openings> to apply, for full job description, and information regarding benefits*.

Community Action is committed to a diverse workforce. AA/EOE/ADA

Office Manager/Executive Assistant (Greenfield)

Community Action has a unique opportunity for a well-organized, detailed professional assisting the administrative operations and the Executive Director. This individual is responsible for the organization and coordination of administrative office operations, procedures, and resources to facilitate effectiveness and efficiency for the entire organization. Must have high level administrative, office and/or project management experience in a business or human services environment, with excellent analytical, organizational, communication and computer skills. Must have supervision experience. Attention to detail, sound professional judgment, discretion, flexibility, and ability to work independently and collaboratively in a fast-paced environment required. Pay range: \$21.66 - \$22.98. Excellent benefits and collaborative work environment.

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Healthy Families Home Visitor (Northampton)

We are seeking a compassionate and hard-working person to join the Hampshire County Healthy Families team. This family support and parent coaching program serves pregnant and parenting youth & young adults and their babies. Home Visitors provide intensive family support by completing assessments, developing goal plans, providing referrals and educating parents on child development & positive parenting. (Currently we are offering a hybrid of virtual and in-person services and are increasing in-home services following health & safety guidelines).

Experience serving families with infants and toddlers and working with diverse populations required. Daily travel throughout Hampshire Co. region - Reliable transportation required. Extensive web-based and paper documentation. Must be able to work independently, meet deadlines and be flexible with schedule. Minimum of H.S. diploma or equivalent. Previous experience with home-visiting or parenting a plus! Hourly pay range \$17.82 - \$18.90 depending on experience and education. Excellent benefits, training, supervision and collaborative work environment.

Community Action offers a comprehensive benefits package. For positions with 20 hours or more we offer Health Insurance (CAPV pays 80% of the premium*), Dental Insurance, Retirement Plan, Flexible Spending Plans (medical and dependent care), Vision Insurance, Short-Term and Long-Term Disability Insurance (CAPV pays 100% for the benefit), Sick, Vacation, Personal time and 12 paid Holidays.

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