



**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)

## **MEMORANDUM**

TO: WCAC STAFF  
FROM: HUMAN RESOURCES DEPARTMENT  
DATE: April 23, 2018  
RE: JOB POSTING

---

In accordance with WCAC's policies regarding internal job advertisements, the following position is to be posted in all of WCAC's offices. Internal candidates who wish to apply must submit their application with resume by the deadline announced. Late applications will not be considered.

### **YouthWorks Summer, Intake Specialist, Temporary Full Time (37.5 Hours)**

Worcester Community Action Council, Inc. (WCAC) is seeking a temporary full time Intake Specialist for our YouthWorks Summer Jobs program. The Intake Specialist will interact with YouthWorks applicants to receive and review intake forms and employment documents to complete their application. The Intake Specialist will also enter and maintain a database of YouthWorks participants.

This is a temporary, summer position starting May 21, 2018. The Intake Specialist will work 37.5 hours per week, Monday to Friday from 8:30a – 4:30p through July. Beginning in August the hours will be reduced to 30 hours per week or less depending on the needs of the program.

#### **Qualifications:**

- Demonstrate a personable and professional image at all times.
- Ability to coordinate and manage logistics relative to the collection of data.
- Must be proficient in Microsoft Office.
- Ability to multitask and work in a busy environment.
- Ability to work effectively and cooperatively with staff and clients from diverse cultural, educational and socio-economic backgrounds required.
- Excellent verbal and written communication skills required.
- Experience working with at-risk youth required.
- Ability to maintain confidential information.
- Bilingual ability preferred.

#### **Other Requirements:**

- Ability to successfully complete a CORI/SORI review.

#### **Duties and Responsibilities:**

- Assist with the coordination of the YouthWorks intake process to include receiving and reviewing applicants' intake forms and related employment documents and assessing if additional information is needed.
- Coordinate with applicants to obtain missing or additional information by phone or in person. Maintain accurate checklists.
- Enter applicant personal information and demographics into a database. The Intake Specialist must be able to maintain confidentiality and enter data correctly.
- Maintain filing system and Excel spreadsheet of all intake forms and applications so that they may be easily accessed.
- Communicate with partner agencies as needed demonstrating professionalism and excellent customer service skills.
- Support the Job and Education Center team as needed performing various clerical tasks.

Send cover letter and resume specifying position to: [hr@wcac.net](mailto:hr@wcac.net) or Human Resource Department, Worcester Community Action Council, Inc., 484 Main Street, 2nd Floor, Worcester, MA 01608.

## **MEMORANDUM**

TO: WCAC STAFF  
FROM: HUMAN RESOURCES DEPARTMENT  
DATE: April 23, 2018  
RE: JOB POSTING

---

In accordance with WCAC's policies regarding internal job advertisements, the following position is to be posted in all of WCAC's offices. Internal candidates who wish to apply must submit their application with resume by the deadline announced. Late applications will not be considered.

### **YouthWorks Summer, Case Manager, Temporary Full Time (37.5 Hours)**

Worcester Community Action Council, Inc. (WCAC) is seeking a qualified professional to maintain a case load of assigned youth and work sites while ensuring a positive work and learning experience for both youth and employers for the 2018 YouthWorks Summer Jobs program.

This is a temporary, summer position starting June 11, 2018. The Case Manager will work 37.5 hours per week, Monday to Friday from 8:30a – 4:30p through July. Beginning in August the hours will be reduced to 30 hours per week or less depending on the needs of the program.

#### **Qualifications:**

- High School Diploma or HiSET, Bachelor's degree preferred; related experience considered.
- Demonstrated skills in supervising and/or leadership experience.
- Familiarity with the Worcester and Webster communities preferred.
- Experience working with at-risk youth preferred.
- Ability to work effectively and cooperatively with staff and clients from diverse cultural, educational and socio-economic backgrounds required.
- Attention to detail is essential. Will be asked to verify participant eligibility and timesheets.
- Must be able to multitask and work in a busy environment with a lot of time traveling throughout the community to different worksites.
- Must become familiar with and able to cite potential violations of OSHA worksite rules and Child Labor Laws.
- Strong written and oral communication skills.
- Must be proficient in Microsoft Office.
- Bilingual ability preferred.

#### **Other Requirements:**

- Ability to successfully complete a CORI/SORI review.
- Valid driver's license and reliable transportation required. This position requires daily travel to various job sites.

#### **Duties and Responsibilities:**

- Communicate with business partners as needed demonstrating professionalism and excellent customer service skills.
- Conduct employer orientation and facilitate work readiness training for youth in a small group setting.
- Monitor worksites for compliance with all applicable state, federal, and program rules and regulations.
- Establish and maintain a positive working relationship with worksite employers. Communicate with worksite supervisor weekly to ensure a successful experience.
- Establish and maintain a positive mentoring relationship with youth. Communicate with youth weekly to ensure a successful job experience.
- Conduct weekly visits to assigned worksites. Assist with problem-solving in the event of conflict. Escalate to manager when appropriate.
- Monitor accuracy and proper maintenance of weekly timesheets at worksites to include participant and supervisor signatures. Distribute weekly payroll.
- Develop, implement, and complete Work-Based Learning Plans for all assigned youth. Conduct reflection activities designed to assist youth with skill development.
- Assist youth with developing plans for "next steps", such as resume writing and job applications.

- Ensure youth have appropriate wrap-around supports, make referrals for services as needed.
- Meet with the Director of the Job and Education Center, Youth Employment Coordinator, and other YouthWorks staff weekly. May be asked to provide weekly status reports on the employers and assigned youth.
- Support the Job and Education Center team as needed.

Send cover letter and resume specifying position to: [hr@wcac.net](mailto:hr@wcac.net) or Human Resource Department, Worcester Community Action Council, Inc., 484 Main Street, 2nd Floor, Worcester, MA 01608.