

## Position Title: Case Worker

### About us:

Founded in 1920, Friendly House's mission is to provide for the "Educational, social and family betterment of the residents of the City of Worcester."

Friendly House originally opened as a small three-room settlement house with a focus on providing support to recent immigrants. Friendly House today has eight locations across Worcester and provides services across four program areas – Youth Development, Housing/Shelter, Food Security, and Social Services.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

### Overview:

The Case Worker provides a variety of in-home services and referrals to homeless families residing in our transitional/permanent scattered sites HUD Programs. The Case Worker helps strengthen the family unit to prepare them for independent living. This individual must maintain privacy and confidentiality of guests and clients.

### Responsibilities (including but not limited to):

- Provides consistency of care to develop a trust relationship with family members.
- Works as a team member with program staff to coordinate services and referrals for homeless families.
- Takes initiative to provide education to the parent(s) regarding childcare, personal growth and development, and educational/vocational goals.
- Works closely with housing workers and the families to develop a budget plan and assists families in following through with budget goals.
- Instructs and encourages families to seek and continue good health care and assists them with carrying out recommendations that support good health.
- Maintains a professional relationship with clients and conducts all business-related activity according to program policy and standards.
- Participates in the development of individual service plans; makes referrals to needed community resources, and records necessary information.
- Stays up to date within the field by attending seminars or formalized courses; maintains knowledge of community resources.

### Requirements:

- Bilingual, preferred.
- Bachelor's degree, or equivalent experience.
- Fluency in and effective interpersonal, verbal and written communication skills.
- Ability to identify client's needs and when to involve outside agencies.
- Ability to maintain privacy and confidentiality of guests and clients.

**To apply, please email your cover letter and resume to Ivonne**

**[isuarez@friendlyhousema.org](mailto:isuarez@friendlyhousema.org)**