Title: Family Support Worker
Location: 50 East 168th Street, Bronx NY 10452
Reports to: Director of Family Support Services

About Us:

The Women’s Housing and Economic Development Corporation (WHEDco) is a community development organization founded on the radically simple idea that all people deserve healthy, vibrant communities. We build award-winning, sustainable, affordable homes – but our work is not over when our buildings are complete. WHEDco believes that to be successful, affordable housing must be anchored in strong communities that residents can be proud of. WHEDco’s mission is to give the South Bronx access to all the resources that create thriving neighborhoods – from high-quality early education and after-school programs, to fresh, healthy food, cultural programming, and economic opportunity. See www.whedco.org for more information.

Job Summary:

The Family Support Worker will manage a caseload and provide individual case management services, advocacy, resources and referral services to a diverse population of building and community residents. A central focus of this role will be to work with clients to apply for public benefits and ensure that they attain financial literacy, legal assistance, employment and mental health services. Family Support Worker will demonstrate appropriate goal setting and effective practice skills in a collaborative model with WHEDco’s on-site programs.

Responsibilities:

- Perform case management services according to protocols designed by the Director
- Screen individuals for public benefits eligibility
- Assist individuals with accessing public benefits by completing all necessary applications via ACCESS HRA
- Provide advocacy around public benefits
- Connect individuals needing legal services to WHEDco’s on-site legal aid partners
- Connect Individuals to WHEDco’s internal resources as needed
- Develop and maintain connections within a network of multidisciplinary human service organizations for the purpose of information exchange and referrals in the broader community
• Maintain client files in WHEDco’s Client Tracking System and other external databases
• Attend meetings (i.e., team meetings, case conferences, interdisciplinary meetings and scheduled supervisory meetings)
• Participate in in-house and external staff development and training activities
• Perform other related duties as may be requested by Director

Qualifications:

• Bachelor’s degree (in any field) is required
• Minimum of 1-2 years’ experience in social services is preferred
• Knowledge of case management, advocacy, family/youth services and childcare, preferably in a community environment, is required
• Basic computer skills is required
• Proficiency in Microsoft Office is required
• Bilingual in English and Spanish is preferred

Excellent benefits and competitive salary based on experience.

To apply, please send a cover letter and resume to FamilySupportServices@whedco.org.

WHEDco affords all qualified applicants equal employment opportunities without discrimination because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, or any other category protected by law. WHEDco follows the requirements of the New York Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.