



AmeriCorps Member Service Description for 2024 – 25 Program Year

Please complete one form per each member position your agency is requesting to host. Please ensure that ALL sections of the Member Service Description are COMPLETELY filled out.

AmeriCorps Member Name:	
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(Leave blank – to be filled by ACCESS staff only)

SECTION I

Agency Name:	Centro La Comunidad (a program of Catholic Charities of the Diocese of Raleigh)	County Agency Located in:	Alamance
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Position Title:	Family Support Assistant	Service Term:	9/10/2024 – 08/31/2025
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State the Main Purpose of the position to be filled by the AmeriCorps member:

The Family Support Assistant will serve in furtherance of Centro La Comunidad’s efforts to provide direct services to the Latinx community in Alamance County by empowering individuals and families as they overcome barriers and providing support services and connections to community resources. The Family Support Assistant will:

- Complete intake interviews (needs assessments) with clients
- Establish and execute goal-oriented action plans with clients
- Provide information and referral services to clients
- Provide employment-related services to clients
- Assist with promoting the program, conducting outreach, and recruiting program participants

Physical Service Location:	328 W. Davis St.	Burlington	NC	27215
	<i>Street Address</i>	<i>City</i>		<i>Zip Code</i>
Agency Mailing Address:	328 W. Davis St.	Burlington	NC	27215
	<i>Street Address</i>	<i>City</i>		<i>Zip Code</i>
Agency Phone Assigned to Member:	336-222-6868	N/A	N/A	
	<i>Phone</i>	<i>Extension</i>	<i>Fax</i>	
AmeriCorps Member’s Supervisor:	Daisy Sosa Garnica	Case Manager		
	<i>Name</i>	<i>Title</i>		
	Daisy.Sosa.Garnica@ccharitiesdor.org	336-222-6868		
	<i>E-mail address</i>	<i>Phone (& extension)</i>		

SECTION II

Please CHECK the type of position to be filled by the AmeriCorps member:

<input checked="" type="checkbox"/> FT (1700 hours)	<input type="checkbox"/> PT (900 hours)
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Will the member serving in this position be required to provide transportation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Will the member be required to use their own vehicle?</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Will the member receive travel reimbursement (if using personal vehicle)?</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NOTE: If transportation is required, the applicant must: 1) Have a valid driver license; 2) Have reliable transportation; 3) Have valid auto insurance throughout the service term; and 4) Have a good driving record (no DWI arrest, no reckless driving records within last 5 years).

Language Requirement: Is the member required to be bilingual?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<i>If so, what language(s) is/are required?</i>	English and Spanish (spoken and written)
Does this AmeriCorps position displace a staff position at your agency?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Member's weekly schedule: (i.e. Monday 9:30am – 2pm, Wednesday 1pm – 5pm, and Friday 9am – 5pm).

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday & Sunday
9:00 am - 5:00 pm with 60 min. lunch	9:00 am - 5:00 pm with 60 min. lunch	9:00 am - 5:00 pm with 60 min. lunch	9:00 am - 5:00 pm with 60 min. lunch	9:00 am - 5:00 pm with 60 min. lunch	Occasionally

Requirements/Qualifications: To participate in the AmeriCorps ACCESS Project, applicants must: 1) be at least 18 years old; 2) have a High School Diploma or GED; 3) be proficient in English (spoken/written); 4) have computer skills; 5) agree to undergo criminal history background checks including National Sex Offender Registry search, State criminal check, and FBI check. Applicants applying for a position involving transporting community members must agree to have their driving record checked.

Additional Requirements/Qualifications by Service Site:

- Fluency in Spanish (spoken and written)
- Excellent interpersonal skills
- Appreciation for cultural and ethnic diversity and the immigrant experience
- Ability to serve in a supportive role with economically-disadvantaged individuals and to work effectively with a wide diversity of people from different backgrounds
- Commitment to client confidentiality
- Knowledge of and adherence to the practices and mission of Catholic Charities

Equipment member is expected to use (copier, fax, etc.):

- Computer
- Telephone
- Copier
- Printer
- Scanner

Additional details about this position:

N/A

SECTION III

Essential functions are the fundamental job duties:

- meaning the position exists to perform the function;
- there is a limited number of employees among whom the performance of the function can be distributed;
- and/or the incumbent is hired for expertise or ability to perform the function due to its high specialization.

The Americans With Disabilities Act of 1990 (ADA) and associated Federal regulations protect qualified individuals with disabilities from discrimination in all areas of employment. To be considered qualified; an individual must be able to perform the essential functions of a position, with or without reasonable accommodation. It is important that the physical tasks associated with the essential functions be identified appropriately so that persons with disabilities can determine if any accommodation is necessary.

Please list the Essential Functions (primary job responsibilities) of the position. The Essential Functions are the duties that are fundamental and critical to the position and can only be carried out by the member.

- Conduct intake interviews with clients to assess their needs
- Provide employment case management with the goal of enhancing clients' economic security by connecting unemployed, underemployed, and displaced workers with employment and employment-related training opportunities
- Assess clients' job skills and work history; develop an employment plan with achievable goals; assist clients with job searching; and provide post-placement follow-up as necessary
- Assist clients in removing barriers to employment and economic self-sufficiency, including steps such as opening a checking account and accessing childcare, work-appropriate attire, transportation, etc.

- Assist clients with résumés, cover letters, employment applications, and preparing for job interviews
- Establish and maintain relationships with potential employers to place clients in available positions
- Provide case management related to health and human services
- Coordinate with other community agencies to ensure that clients' holistic needs are addressed
- Keep site supervisor informed of successes, challenges, and case progress
- Utilize agency's database to record all activities and services provided
- Attend and represent agency at events and resource fairs
- Provide integration support services including food security, information and referral, housing assistance, obtaining government-issued documents, financial literacy, navigating public transportation, and healthcare access.

Please list the Marginal Functions (secondary job responsibilities) of the position. The Marginal Functions are those activities that are seldom or intermittently performed by the member and can be carried out by others.

- Recruit participants for the above programs
- Create and distribute educational and outreach materials (i.e., newsletters, flyers, and media spots) related to the essential functions above, as assigned
- Attend staff meeting

The ACCESS Project and partner agency will not discriminate against a member on the basis of race, color, religious creed, ancestry, union membership, age, sex, sexual orientation, national origin, disability, nor political affiliation.

Please respond below about the essential functions for this position as they relate to General Physical Requirements, Physical Activities, Visual Acuity, and Working Conditions.

GENERAL PHYSICAL REQUIREMENTS: <i>Please check ONE description of <u>general physical requirements</u> for this position.</i>	<input type="checkbox"/> Sedentary work <input checked="" type="checkbox"/> Light work <input type="checkbox"/> Medium work <input type="checkbox"/> Heavy work <input type="checkbox"/> Very heavy work
PHYSICAL ACTIVITIES: <i>Please check ALL <u>physical activities</u> that apply to the <u>essential functions</u> of the position.</i>	<input type="checkbox"/> Climbing <input type="checkbox"/> Stooping <input type="checkbox"/> Kneeling <input type="checkbox"/> Crouching <input type="checkbox"/> Reaching <input type="checkbox"/> Standing <input type="checkbox"/> Walking <input type="checkbox"/> Pushing <input type="checkbox"/> Pulling <input type="checkbox"/> Lifting <input checked="" type="checkbox"/> Fingering (typing) <input checked="" type="checkbox"/> Hearing <input checked="" type="checkbox"/> Talking <input type="checkbox"/> Repetitive Motions <input type="checkbox"/> Other: _____
VISUAL ACUITY: <i>Please check <u>required visual activities</u>.</i>	<input checked="" type="checkbox"/> Computer work <input type="checkbox"/> Driving <input type="checkbox"/> Other: _____
WORKING CONDITIONS: <i>Please respond about the conditions the worker is subject to in performing the <u>essential functions</u> of the position.</i>	<input checked="" type="checkbox"/> The worker is NOT substantially exposed to adverse environmental conditions (such as a typical office environment). <input type="checkbox"/> Other: _____

SECTION IV

Fundraising Activities
 – All fundraising activities MUST BE PRE-APPROVED by the NC Commission.
 – ONLY 10% of member hours can be used towards fundraising activities for the partner agencies. Fundraising activities include:

- 1) Soliciting donation of goods (clothes, food, school supplies, etc. to be utilized by clients)
- 2) Soliciting monetary donations (100% of proceeds must go to client related programming)
- 3) Searching and writing non-federal grants to support program's service activities. (100 % of funds must benefit client related programming.)
- 4) Planning and organizing fundraising events (car wash, benefit concerts, books, etc.) (100% of ALL proceeds received from events must go to client related programming).

SECTION V

Expectations to be met by the AmeriCorps member (including Physical, Emotional, Intellectual demands): Be punctual to service site & ACCESS trainings; Complete & Submit monthly time sheets and other documentation by established deadlines; Maintain ongoing communication with site supervisor & ACCESS staff; Wear AmeriCorps gear (t-shirt, name tag and/or pin) to identify self as an AmeriCorps member always when in service; Attend and participate in AmeriCorps trainings, events, and service projects; Complete the minimum number of services hours and trainings required by the position; and any Service Site-Specific expectations outlined below:

- Demonstrate an ability to handle multiple tasks simultaneously and an ability to triage and serve unscheduled walk-in clients
- Enter all client contacts and services rendered in the Catholic Charities data system
- Utilize the service site's scheduling system and avoid scheduling conflicts
- Maintain appropriate professional boundaries
- Maintain appropriate professional attire
- Maintain productive and mutually-respectful working relationships with staff and volunteers
- Wear agency nametag provided by service site
- Attend and participate in staff meetings, community meetings, and trainings
- Adhere to agency policies and procedures as communicated

SECTION VI

Benefits Available: Please check applicable position.

Full-time with stipend (1700 hours)

1. Childcare service (must apply & be eligible)
2. Health insurance free of charge (if eligible)
3. Interpreter Training (for bilingual members)
4. Forbearance (Payment Waiver) for qualified outstanding student loans
5. Interest Accrual Payment
6. Up to \$7,395 Education Award upon successful completion of a service term
7. Up to \$25,000 Stipend (paid in monthly installments)
8. Mileage reimbursement at state rate per each training attended

Part-time with stipend (900 hours)

1. Interpreter Training (for bilingual members)
2. Forbearance (Payment Waiver) for qualified outstanding student loans
3. Interest Accrual Payment
4. Up to \$3,697.50 Education Award upon successful completion of a service term
5. Up to \$12,500 Stipend (paid in monthly installments)
6. Mileage reimbursement at state rate per each training attended

Certification: The activities outlined in the Position Description are within the scope of the approved grant and the operating site/sub-grantee that oversees the selected member(s) has member agreements that contain the required elements and are signed for all members serving at their site.

Khouan Rodriguez		
<i>AmeriCorps Program Director</i>	<i>AmeriCorps Program Director Signature</i>	<i>Date</i>