



AmeriCorps Member Service Description for 2025 – 26 Program Year

Please complete one form per each AmeriCorps position your agency is requesting to host and ensure that ALL sections are filled.

AmeriCorps Member Name:

(Leave blank – to be filled by ACCESS staff only)

Organization Mission and Work: The mission of the **Center for New North Carolinians (CNNC)** at the University of North Carolina at Greensboro, home of the AmeriCorps ACCESS Project, is to promote access and integration for immigrants and refugees in North Carolina by bridging newcomer populations with existing communities through direct service provision, research, and training. This is achieved through community-based programs, such as the AmeriCorps ACCESS Project, which partners with organizations to host AmeriCorps members who assist immigrant and refugee families in integration by connecting them with resources, offering academic support, and facilitating job opportunities to achieve self-sufficiency. CNNC also promotes cultural understanding through community education and advocacy.

Member Impact: AmeriCorps ACCESS members make a profound impact by empowering immigrant and refugee families to build successful lives in their new communities. They connect individuals to critical resources, such as employment assistance, education, and healthcare, while fostering a sense of belonging and self-sufficiency. Through their service, members help bridge cultural divides, support community integration, and create opportunities for individuals to thrive. Their dedication not only transforms lives but also uplifts the fabric of multicultural communities.

SECTION I

Agency Service Site Name:	CNNC Community Enrichment Center	County Located in:	Guilford
AmeriCorps Position Title:	Youth Program and Case Management Coordinator	Service Term:	9/9/2025 – 08/31/2026
Provide a summary of this AmeriCorps position and its impact on the community.			
The Youth Program and Case Management Coordinator AmeriCorps position has a significant impact on immigrant and refugee families as it provides support in education and family services. The position offers academic assistance to youth, helps bridge communication between parents and schools, and assists families in navigating US systems through case management, education, and wraparound services to promote integration into the community.			
Service Site Address:	201 N Westgate Drive	Greensboro	NC 27407
	Street Address	City	Zip Code
Mailing Address (if different)	915-A W Gate City Blvd	Greensboro	NC 27403
	Street Address	City	Zip Code
Phone # Assigned to Member:	Assign at start of service		
	Phone	Extension	Fax
AmeriCorps Member's Site Supervisor:	Natacha Nikokeza	Senior Program Coordinator for Community centers	
	Name	Title	
	N_nikoke@uncg.edu	336-334-5466	
	E-mail address	Phone (& extension)	

SECTION II

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

☒ FT (1700 hours)		☐ PT (900 hours)	
Will the member serving in this position be required to provide transportation?		☒ Yes ☐ No	
<i>Will the member be required to use their own vehicle?</i>		☒ Yes ☐ No	
<i>Will the member receive travel reimbursement (if using personal vehicle)?</i>		☒ Yes ☐ No Pending funding availability.	
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 arrests and no reckless driving records within last 5 years).			
Language Requirement: Is the member required to be bilingual?		☐ Yes ☒ No	
<i>If so, what language(s) is/are required?</i>			
Does this AmeriCorps position displace a staff position at your agency?		☐ Yes ☒ No	

Member's weekly schedule: For example, Monday 9:30am – 2pm, Wednesday 1pm – 5pm, and Friday 9am – 5pm.					
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday & Sunday
10AM – 6PM 30-min lunch	10AM – 6PM 30-min lunch	10AM – 6PM 30-min lunch	10AM – 6PM 30-min lunch	10AM – 6PM 30-min lunch	<u>Occasionally</u>

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 are also required to undergo an additional background check, which UNCG requires. For positions that involve transporting community members, applicants must consent to a driving record check.

Additional Requirements/Qualifications by Service Site:

- Experience working with individuals from a variety of backgrounds.
- Experience tutoring children is not required, but helpful.
- Experience navigating social services is not required, but helpful.

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

- Computer
- Telephone
- Copier/Scanner
- 12-15 Passenger
- Email

Additional details about this position:

- Member will receive training to drive 15-passenger van.
- Schedule can be adjusted.
- Must be comfortable conducting home visits with clients.

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** of the position. These duties are fundamental and critical to the position that must be performed by the member with or without reasonable accommodations.

Education Support Services

- Meet with students on a continuous basis to provide individualized and/or group education support services, including, homework help and school projects.
- Plan and execute educational activities, including field trips, during the school year and summer program.
- Recruit and manage volunteers to provide additional academic support to students.
- Communicate regularly with parents regarding their child(ren)'s progress.
- Educate parents on U.S. educational cultural norms one-on-one, in group parent meetings, or in ongoing classes.
- Connect parents and local schools to address student progress and concerns via school visits.
- Refer parents and students to resources the local district provides.
- Serve as a language interpreter for parents/families, if fluent in language(s) spoken by families.
- Facilitate family engagement/communication.
- Match students with volunteers, including arranging meeting times, contacting volunteers, ascertaining students' linguistic needs, and preparing information about student's linguistic backgrounds for their volunteers.
- Transport youth program participants to field trips.
- Track students' attendance participating in the after-school and summer programs.

Integration Support Services

- Assess client needs and provide referrals to community agencies, health and human services, and food assistance programs.
- Conduct cultural orientation classes on navigating healthcare, education, and essential services in the U.S.
- Educate clients on housing rights, technological literacy, and workplace expectations to support integration. This includes recruiting guest speakers from the community to provide expertise on budgeting, public safety, financial aid, legal services, mental health, and other key topics relevant to successful integration into the broader community.
- Provide transportation to appointments and conduct public transportation training to help clients navigate independently.
- Provide wraparound services including case management, transportation, interpretation (if fluent in language(s) spoken by families receiving services), document assistance (ID, Social Security card, driver's license), and access to essential services such as healthcare, housing, childcare, and school enrollment.
- Coordinate and facilitate health and human services workshops to connect clients with essential resources.
- Receive and distribute donated foods to families.
- Recruit and manage volunteers to assist with after-school programs, community events, and integration support services.
- Document services provided.

Please list the position's **Marginal Functions (secondary tasks)**.

- Attend skills training and information sessions as it relates to member service description.
- Participate in staff meetings, and staff training/professional development activities.
- Attend and represent agency at events and resource fairs for community outreach.

Consecutive term AmeriCorps ACCESS members are required to take a leadership role and complete at least TWO of the following service activities in consultation with the ACCESS program director for each program year.

- **Building Cultural Awareness and Supportive Services for Immigrant and Refugee Communities:** Create a PowerPoint presentation focusing on two immigrant or refugee groups, highlighting their cultural backgrounds, traditions, and unique needs. Present this during an AmeriCorps Team training session to foster cultural awareness, promote culturally appropriate service practices, and foster a welcoming service environment for everyone. Include engaging visuals, real-life examples, and practical strategies for delivering respectful and effective support to these communities.
- **Impact Storytelling Leader:** Gather personal stories and experiences from team members, collaborating with ACCESS staff to highlight the impact of their service. Share these narratives through various platforms, including social media, newsletters, and presentations, to inspire others and showcase the meaningful contributions of the AmeriCorps ACCESS members.
- **Orientation Supporter:** Assist with the orientation for new members by sharing your experiences and insights on best practices for maintaining program documentation, accurately reporting timesheets, and offering valuable advice on the Dos and Don'ts of being a first-term member.
- **Team Recognition and Celebration Leader:** Collaborate with ACCESS staff to acknowledge and celebrate team members' personal and professional achievements (e.g., birthdays and anniversaries) via creative social media posts or newsletters to strengthen morale, cohesion, and appreciation amongst team members.
- **Service Day Coordinator:** Collaborate with ACCESS staff to coordinate and lead one impactful service projects, such as events for MLK Day of Service, National Volunteer Week, or AmeriCorps Recognition Week. These projects should engage volunteers, address community needs, and highlight the values of service and civic engagement while showcasing the impact of AmeriCorps.
- **Wellness Support Leader:** Drawing on your previous service experience, design and lead a comprehensive training focused on promoting wellness and stress management. The session should offer practical tools and strategies for effectively managing stress and supporting mental and physical well-being to help enhance overall performance and morale throughout the service term.

The ACCESS Project and partner agency comply with the Equal Employment Opportunity Commission and American Disabilities Act. Reasonable accommodations can be made for interviews and service.

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: Please check ONE description of general physical requirements for this position.

☐ Sedentary work ☒ Light work ☐ Medium work ☐ Heavy work
☐ Very heavy work

PHYSICAL ACTIVITIES: Please check ALL physical activities that apply to the essential functions of the position.

☐ Climbing ☐ Stooping ☐ Kneeling ☐ Crouching ☐ Reaching
☒ Standing ☒ Walking ☐ Pushing ☐ Pulling ☒ Lifting up to 20 lbs.
☒ Fingering (typing) ☒ Hearing ☒ Talking ☐ Repetitive Motions
☐ Other: _____

VISUAL ACUITY: <i>Please check <u>required visual activities</u>.</i>	☒ Computer work ☒ Driving ☐ 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>	☒ The worker is NOT substantially exposed to adverse environmental conditions (such as a typical office environment). ☐ 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

The Center for New North Carolinians supports immigrants and refugees by fostering multicultural communities through advocacy, education, and community-based programs. CNNC's initiatives promote integration and self-sufficiency while building bridges between newcomers and members of the broader community.

AmeriCorps Member Expectations: As a member, you play a vital role in making a difference in our community. To ensure a meaningful and successful experience, we have outlined the following expectations:

Commitment to Service

- **Full Engagement:** Dedicate yourself fully to your service hours and activities. Be punctual, reliable, and proactive in fulfilling your responsibilities.
- **Service Hours:** Track and complete the required number of service hours as outlined in your Member Service Agreement.

Professional Conduct

- **Respect and Teamwork:** Treat community members, fellow AmeriCorps members, and staff with respect, fostering a positive and welcoming environment
- **Dress Code:** Maintain a professional appearance, adhering to wearing an AmeriCorps gear requirement and following the specific dress code guidelines of your service site.
- **Communication:** Respond promptly to emails, calls, and messages related to your service. Notify your supervisor of any absences or delays in advance when possible.

Learning and Growth

- **Training and Development:** Attend all mandatory training sessions, workshops, meetings, and events. Engage actively to build skills relevant to your service role.
- **Feedback:** Be open to constructive feedback from supervisors, program staff, and peers and use it to improve your performance.

Community Impact

- **Mission Alignment:** Uphold the mission and goals of the AmeriCorps ACCESS Project and your service site by contributing meaningfully to community projects.
- **Ethical Behavior:** Follow all policies and guidelines, maintaining integrity and professionalism in your interactions.

Accountability

- **Documentation:** Submit timesheets, reports, and other required documentation accurately and on time.
- **Problem-Solving:** Communicate any challenges or concerns with your supervisor and program director as applicable promptly, seeking solutions collaboratively.

SECTION VI

Benefits Available: Please check applicable position.

☒ Full-time with stipend (1700 hours)

1. Childcare service (income-based)
2. Health insurance free of charge (if uninsured)
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 *subject to change based on Pell grant amount*
7. First-term with the ACCESS Project up to \$25,000 stipend & consecutive term with the ACCESS Project up to \$26,000
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 *subject to change based on Pell grant amount*
5. First-term with the ACCESS Project up to \$12,500 stipend & consecutive term with the ACCESS Project up to \$13,000
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>