



## AmeriCorps Volunteer Service Description for 2026 – 27 Program Year

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

<b>AmeriCorps Volunteer Name:</b>	
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(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 Volunteers 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.

**AmeriCorps Volunteer Impact:** AmeriCorps ACCESS Volunteers 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, AmeriCorps Volunteers 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.

**AmeriCorps Volunteers in the ACCESS Project gain hands-on experience and specialized training that help build a strong foundation for careers in social work, non-profit, immigration law, education, and beyond.**

**This program is available to all, without discrimination on the basis of race, color, sex, sexual orientation, pregnancy, religion, age, national origin, genetic information, disability, military status, familial status, political affiliation, or any other characteristic protected by law.**

Applicants with disabilities are encouraged to apply and may request reasonable accommodations, such as a virtual interview instead of an in-person interview, extra time for processing questions, or materials provided in advance.

Accepted AmeriCorps Volunteers may request reasonable accommodations in accordance with applicable laws and program policies.

SECTION I				
<b>Service Site Name:</b>	Refugee Community Partnership (RCP)	<b>County Located in:</b>	Orange	
<b>AmeriCorps Position Title:</b>	Community Integration Support Specialist	<b>Service Term:</b>	9/8/2026 – 08/31/2027	
<b>Provide a summary of this AmeriCorps position and its impact on the community.</b>				
The AmeriCorps Volunteer will serve as a Community Integration Support Specialist with RCP's Collective Care team to directly support refugee and immigrant families in accessing the resources they need to thrive. The AmeriCorps Volunteer will assist families by providing culturally and linguistically responsive support, helping with referrals, coordinating transportation, and connecting them to local health, education, housing, and employment opportunities. Through outreach, intake, and resource navigation, the AmeriCorps Volunteer will empower families to navigate complex systems, access essential services, and strengthen their stability, well-being, community connections, and overall integration.				
<b>Service Site Address:</b>	117 W Main St.	<b>Carrboro</b>	<b>NC</b>	<b>27510</b>
	<i>Street Address</i>	<i>City</i>		<i>Zip Code</i>
<b>Mailing Address (if different)</b>			<b>NC</b>	

Street Address		City	Zip Code
Phone # Assigned to AmeriCorps Volunteer:	(919) 619-9532		
	Phone	Extension	Fax
AmeriCorps Volunteer's Site Supervisor:	Lama Moakeh	Collective Care Manager	
	Name	Title	
	<a href="mailto:lama@rcpteam.org">lama@rcpteam.org</a>	919-434-9960	
	E-mail address	Phone (& extension)	

### SECTION II

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

Full-Time (1700 hours)       Three-Quarter-Time (1200 hours)       Part-Time (900 hours)

**Will the AmeriCorps Volunteer serving in this position be required to provide transportation?**

Yes     No

*Will the AmeriCorps Volunteer be required to use their own vehicle?*

Yes     No

*Will the AmeriCorps Volunteer receive travel reimbursement (if using a personal vehicle)?*

Yes     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 arrests and no reckless driving records within the last 5 years).*

**Language Requirement: Is the AmeriCorps Volunteer required to be bilingual?**

Yes     No

*If so, what language(s) is/are required?*

Preferably proficiency in one or more of the following languages: Spanish, Arabic, Swahili, French, Dari, Pashto, Burmese, Karen, Chin, and/or Rohingya.

**Does this AmeriCorps position displace a staff position at your agency?**

Yes     No

**AmeriCorps Volunteer's weekly schedule: For example, 30-min lunch, Monday 9:30am – 2pm, Wednesday 1pm – 5pm, Friday 9am – 5pm.**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday & Sunday
9AM – 5PM	9AM – 5PM	9AM – 5PM	9AM – 5PM	9AM – 5PM	<u>Occasionally</u>
30-min lunch	30-min lunch	30-min lunch	30-min lunch	30-min lunch	

**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 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:**

- Demonstrate a welcoming, warm, and approachable personality conducive to building positive relationships with community members and partners
- Experience working with individuals from a variety of backgrounds, nationalities, and life experiences
- Strong interpersonal skills, including active listening and the ability to communicate clearly and respond empathetically to the concerns of others
- Understanding of social and economic factors that impact access to services, and the ability to support individuals in navigating those challenges
- Eager to learn and grow professionally to enhance service delivery
- Creative and comfortable taking initiative within service responsibilities

**Equipment AmeriCorps Volunteer is expected to use (copier, fax, etc.):**

- Computer
- Telephone
- Salesforce (a cloud-based platform used to track and document interactions with community members)
- Copier/Printer
- Slack (inter-staff communications platform)

**Additional details about this position:**

No additional details.

### **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 AmeriCorps Volunteer with or without reasonable accommodations.**

- Support community members in accessing health and human services by providing information, referrals, and guidance
- Build trusted relationships with community members through consistent, in-person and community-based outreach, sharing information in ways that are culturally responsive and language-accessible.
- Walk alongside families to navigate systems, offering individualized support to help them understand and access services such as healthcare, housing, education, and employment, while honoring their choices, strengths, and priorities.
- Partner with community members as trusted messengers, ensuring information flows both ways and that outreach reflects real needs, experiences, and feedback from the community.
- Connect community members with interpreters for languages not spoken by the AmeriCorps Volunteer or RCP staff, supporting community members with language access.
- Assist community members with intakes, needs assessments, and applications for healthcare, housing, employment resources, financial support, and public assistance programs to promote stability and community integration, including but not limited to:
  - UNC Charity Care – A financial assistance program through UNC Health that helps eligible patients reduce or eliminate the cost of medical care if they cannot afford to pay.
  - Pharmacy Assistance – Services that help individuals access needed medications at low or no cost.
  - NC Work First – A program that helps families meet immediate needs while building a path to employment and long-term stability.
  - Supplemental Security Income (SSI) – A federal program that provides financial support to low-income seniors, disabled adults, and children to cover basic living expenses.
  - Social Security Disability Insurance (SSDI) – A federal program providing financial support to individuals who are disabled and unable to work, based on prior work history.
  - Public housing – Assistance with affordable housing options.
- Provide orientation on processes and available resources to meet community member needs.
- Strengthen community connections and improve access to services by carrying out specific, relationship-based activities such as:
  - Preparing for and participating in outreach events by setting up materials, welcoming families, explaining available resources, and helping them sign up for follow-up support.
  - Providing language support (interpretation or basic translation) during workshops, intakes, or appointments to reduce barriers and ensure understanding.
  - Following up with community members (by phone, text, or in person) after initial meetings to check on progress, remind them of next steps, and offer continued support.
  - Assisting community members during application processes by helping gather documents, complete forms, and troubleshoot barriers (e.g., online portals, scheduling appointments).
  - Supporting and co-facilitating small group sessions to share information on community goals/town feedback with the women's groups or ESL classes.
  - Conducting community outreach for RCP's community events, registering attendees/participants, and connecting them to on-site services or partners.

- Gathering feedback from community members about their experiences with services and sharing insights with the team to improve programs and outreach.
- Actively share information such as community events, weather related situation, job and health fairs, food resources, free health clinics on available resources through the Hive, a trusted communication platform used to reach community members in their preferred languages (including Arabic, Spanish, Dari, Pashto, Burmese, Kinyarwanda, and Karen). The Hive uses audio and visual formats to ensure information is accessible regardless of literacy level.
- Distribute timely, relevant information to refugee and immigrant community members, including:
  - Healthcare access (e.g., free/low-cost clinics, charity care programs, vaccination clinics, mental health services)
  - Financial and public benefits (e.g., application deadlines, eligibility updates, tax resources, food assistance)
  - Housing resources (e.g., waitlist openings, tenant rights information, emergency assistance)
  - Education and family resources (e.g., school enrollment, ESL classes, childcare programs)
  - Employment opportunities and workforce support
  - Community events, workshops, and safety updates (e.g., weather alerts, public health guidance)
  - Weather/emergency messages
- Create and share messages with the purpose of increasing access, reducing confusion, and helping community members take action. This includes breaking down complex systems into simple, clear language, using voicenotes or visuals when helpful, and ensuring information comes from trusted, culturally relevant sources.
- Support two-way communication by paying attention to questions and feedback from community members in the Hive, and sharing those insights with the team to improve outreach and ensure information reflects real community needs.

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

- Collaborate with other community coordinators (refers to staff) to identify and support priorities of RCP members
- Work in partnership with the other RCP staff to schedule and host events such as community conversations, women's group, family fun days and other RCP activities
- Register community members in Salesforce system and document services/interactions, maintaining accurate and up-to-date records to ensure they are connected to appropriate programs and services.
- Collaborate with Community Coordinators to identify and support the needs and priorities of community members
- Collaborate with RCP staff to organize and facilitate community outreach events that provide resources, foster engagement, and strengthen connections and community integration for immigrants and refugees
- Participate in staff meetings and professional development trainings to enhance service delivery

**Consecutive term AmeriCorps ACCESS Volunteers 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 AmeriCorps Volunteers, 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 Volunteers.

- **Orientation Supporter:** Assist with the orientation for new AmeriCorps Volunteers 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 AmeriCorps Volunteer.
- **Team Recognition and Celebration Leader:** Collaborate with ACCESS staff to acknowledge and celebrate each AmeriCorps Volunteer's 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 between \_\_\_\_\_ lbs. to \_\_\_\_\_ lbs.  
 Fingering (typing)    Hearing    Talking    Repetitive Motions  
 Other: \_\_\_\_\_

**VISUAL ACUITY:** Please check required visual activities.

- Computer work    Driving    Other: \_\_\_\_\_

**WORKING CONDITIONS:** Please respond about the conditions the worker is subject to in performing the essential functions of the position.

- 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 AmeriCorps Volunteer 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 Volunteer Expectations:** As an AmeriCorps Volunteer, 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 Service Agreement.

### **Professional Conduct**

- **Respect and Teamwork:** Treat everyone (community members, fellow AmeriCorps Volunteers, and others) with respect and professionalism, 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 site supervisor, 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 to your site supervisor and, if needed, the program director, and work collaboratively to identify solutions promptly.

## **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 AmeriCorps Volunteers)
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
9. Eligible to apply for food stamps/SNAP benefits

### **Three-Quarter-Time with stipend (1200 hours)**

1. Interpreter Training (for bilingual AmeriCorps Volunteers)
2. Forbearance (Payment Waiver) for qualified outstanding student loans
3. Interest Accrual Payment
4. Up to \$5,176.50 Education Award \*subject to change based on Pell grant amount\*
5. First-term with the ACCESS Project up to \$18,500 stipend & consecutive term with the ACCESS Project up to \$19,500
6. Mileage reimbursement at state rate per each training attended
7. Eligible to apply for food stamps/SNAP benefits

**Part-Time with stipend (900 hours)**

1. Interpreter Training (for bilingual AmeriCorps Volunteers)
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
7. Eligible to apply for food stamps/SNAP benefits

**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 AmeriCorps Volunteer(s) has service agreements that contain the required elements and are signed for all AmeriCorps Volunteers serving at their site.**

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