



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.

AmeriCorps Volunteer Name:	
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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

Service Site Name:	CNNC Eastside Immigrant Community Center	County Located in:	Guilford
AmeriCorps Position Title:	Youth Program and Case Management Coordinator	Service Term:	9/8/2026 – 08/31/2027

Provide a summary of this AmeriCorps position and its impact on the community.

The Youth Program and Case Management Coordinator AmeriCorps position plays an important role in supporting immigrant and refugee families by strengthening both educational and family support services. The AmeriCorps Volunteer provides academic support to youth, facilitates communication between parents and schools, and helps families navigate U.S. systems through case management, educational guidance, and wraparound services that foster successful community integration.

Service Site Address:	500 Banner Avenue	Greensboro	NC	27405
	<i>Street Address</i>	<i>City</i>		<i>Zip Code</i>
Mailing Address (if different)	915-A W Gate City Blvd	Greensboro	NC	27403
	<i>Street Address</i>	<i>City</i>		<i>Zip Code</i>
Phone # Assigned to AmeriCorps Volunteer:	Assign at start of service			
	<i>Phone</i>	<i>Extension</i>	<i>Fax</i>	
AmeriCorps Volunteer's Site Supervisor:	Allyson Crickenberger	Community Center Program Coordinator		
	<i>Name</i>	<i>Title</i>		
	<i>A_crickenbe@uncg.edu</i>	<i>336-355-8506</i>		
	<i>E-mail address</i>	<i>Phone (& extension)</i>		
SECTION II				
Please CHECK the type of position to be filled by the AmeriCorps Volunteer:				
<input checked="" type="checkbox"/> Full-Time (1700 hours) <input type="checkbox"/> Three-Quarter-Time (1200 hours) <input type="checkbox"/> Part-Time (900 hours)				
Will the AmeriCorps Volunteer serving in this position be required to provide transportation?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<i>Will the AmeriCorps Volunteer be required to use their own vehicle?</i>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<i>Will the AmeriCorps Volunteer receive travel reimbursement (if using a personal vehicle)?</i>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
		Pending funding availability		
<i>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).</i>				
Language Requirement: Is the AmeriCorps Volunteer required to be bilingual?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
<i>If so, what language(s) is/are required?</i>				
Does this AmeriCorps position displace a staff position at your agency?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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
10AM – 6PM	10AM – 6PM	10AM – 6PM	10AM – 6PM	10AM – 6PM	<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 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 working with school-aged children is not required, but helpful.
 - Experience navigating social services is not required, but helpful.

- Equipment AmeriCorps Volunteer is expected to use (copier, fax, etc.):**
- Computer
 - Telephone
 - Copier/Scanner
 - 12-15 Passenger
 - Email

Additional details about this position:

- AmeriCorps Volunteer will receive training to drive a 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 AmeriCorps Volunteer with or without reasonable accommodations.

- Meet with students on a continuous basis to provide individualized and/or group education support services, including homework help and school projects.
- Plan 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.
- Serve as language interpreters for parents/families.
- Facilitate family engagement/communication.
- Coordinate community outreach events and workshops that are focused on family engagement, youth education and leadership, health and wellness, digital literacy, and community resources.
- Provide integration services through case management by meeting clients on-site and conducting home visits to better understand each family's needs within their home environment, and by providing individualized support by assessing needs, offering resources, and building trust with the family.
- Maintain accurate and confidential client documentation and collect feedback from interns and volunteers on their experiences at the community center to improve program quality and strengthen engagement.
- Distribute food during the weekly food pantry and deliver food to homebound clients.
- 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.

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

- Attend skills training and information sessions related to service responsibilities to enhance service delivery.
- Participate in service site meetings, professional development trainings, and activities.
- Attend and represent the service site at events and resource fairs for community outreach.

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.

<p>GENERAL PHYSICAL REQUIREMENTS: <i>Please check ONE description of <u>general physical requirements</u> for this position.</i></p>	<p><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</p>
<p>PHYSICAL ACTIVITIES: <i>Please check ALL <u>physical activities</u> that apply to the <u>essential functions</u> of the position.</i></p>	<p><input type="checkbox"/> Climbing <input type="checkbox"/> Stooping <input type="checkbox"/> Kneeling <input type="checkbox"/> Crouching <input type="checkbox"/> Reaching <input checked="" type="checkbox"/> Standing <input checked="" type="checkbox"/> Walking <input type="checkbox"/> Pushing <input type="checkbox"/> Pulling <input checked="" type="checkbox"/> Lifting between ___1___ lbs. to ___20___ lbs. <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: _____</p>
<p>VISUAL ACUITY: <i>Please check <u>required visual activities</u>.</i></p>	<p><input checked="" type="checkbox"/> Computer work <input checked="" type="checkbox"/> Driving <input type="checkbox"/> Other: _____</p>

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.

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