



Trident United Way- Dorchester Resource Connection Center

MEMBER SERVICE DESCRIPTION

NOTE: All information included in the position description is considered a supplement to Trident United Way job description.

Position: AmeriCorps Family Navigator
Department: Integrated Community Services- Financial Stability
Reports to: Torie Brame
Service Term: August 15, 2022 to July 31, 2023

Position Summary:

As a full-time Family Navigator, each AmeriCorps Member at the Dorchester Resource Connection Center will meet with, assess, assist, educate, and refer clients in effort to guide each client through emergency and life-stabilizing situations. AmeriCorps Members will collaborate with Dorchester Resource Connection Center partners and Resource Connection Center Manager to build network of local services. AmeriCorps Members will also be fully trained in and utilize benefits software (Thrive Hub), data collection/client relationship manager software (CharityTacker); participate in SafetyNet network meetings;

Check Services Provided Below:

- X Client Intake
- X Client Resource Referrals and Assistances
- X Client Financial Skill Development
- X Client Financial Stability Services

AmeriCorps members are expected to demonstrate ongoing productivity in all responsibility areas outlined in this position description for the length of service.

Key Responsibilities Areas:

I. Customer In-Take Assessments

- **Assess client needs in one-on-one consultation**
 - Conduct one-on-one assessment with clients using information from an in-take form
 - Provide overview of available services and procedures for utilizing services
 - Promote education sessions and refer interested individuals for sign-up in Resource Connection Centers and in partner agency sites as appropriate

II. Direct Client Services

- **Benefits screening and applications**
 - Utilize Thrive Hub to complete work benefits screenings and applications with clients
- **Tax Assistance**
 - Utilize Thrive Hub to complete state and federal taxes with clients
- **Partner Referrals**
 - Maintain level of knowledge of local services and assistances provided to clients
 - Conduct referral screenings and applications as required

- May act as liaison between referral agency and client

- **Client Follow-ups**

- Conduct short-term follow-up meetings or phone calls with clients to help facilitate financial stability

III. Data Tracking

- **CharityTracker**

- All assistances, referrals, applications, etc. are the responsibility of the AmeriCorps Member to maintain in CharityTracker in a timely manner, preferably daily

IV. Networking and Events

- **Networking**

- Must be ready to engage with partners and stakeholders during inter-agency meetings and Dorchester Resource Connection Center Tours

- **Events**

- Engagement in client-based events both outside and within the Dorchester Resource Connection Center to share the services of the Center, conduct benefit Quick Screens, pass out flyers, may be asked to join public presentations

Additional Responsibilities

- Provide high quality customer service to assist individuals in need with accessing work supports (i.e. public benefits), referrals and other resources that help families become financially stable
- Must maintain strict customer, staff and partner confidentiality for all personal information and documentation
- Required to keep accurate and timely data on all client services and interactions in CharityTracker

Training Responsibilities:

- AmeriCorps Members must attend all mandatory Orientation Trainings
- Required to attend all professional development opportunities provided by Dorchester Resource Connection Center and SafetyNet

Required Skills:

- Candidate must be adaptable and accommodating to unique and unusual client interactions while possessing strong customer service skills
- Candidate must possess strong organizational and time management skills
- Candidate must be a self-starter to effectively gain the most out of the AmeriCorps program at the Dorchester Resource Connection Center

Required Testing and Documentation

- May be required to demonstrate level of knowledge and client service capabilities at the discretion of the Center Manager.

Reasonable Accommodations:

The AmeriCorps program may be able to make reasonable accommodations to enable individuals with disabilities to perform essential functions.