



Holy City Missions [HCM]

MEMBER SERVICE DESCRIPTION

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

Position: AmeriCorps Family Navigator

Department: Holy City Missions [at Aldersgate UMC]

Reports to: Rev Michael Wood

Service Term: August 23, 2022 to July 31, 2023

Position Summary: *The AmeriCorps member will engage with our guests and serve alongside volunteers at the Holy City Missions outreach projects/ministries [Food bank/clothes closet/Winter Warming Shelter/Soup Kitchen/Community Give], offer behind-the-scenes program support, conduct weekly Charity Tracker sessions to connect guests with community resources and track guest encounter statistics. The AmeriCorps member will be a valued team member of Holy City Missions.*

AmeriCorps member, Pastor and supervisor will agree on scheduled work hours [ex 9:00-1:00] based on half-time hours [25 hours per week/675 per 12-month period]. During Winter Warming Shelter [Dec 1-Mar 15], hours may be varied/temporarily altered. Refer to Host Site Agreement with Trident United Way for specific Host Site Roles/Responsibilities.

Key Responsibilities Areas:

I. Participate in Weekly Outreach Programs/Ministries [assist staff/volunteers when short-staffed]

Engage in Food Bank & Clothes, Soup Kitchen, Winter Warming Shelter, Community Give

- Understand all outreach services/programs offered as well as their respective schedule, function and areas located [provided during orientation]
- Maintain open communication and set aside time to meet with the head of each outreach service
- Develop relationships with our community guests who seek these services
- Encourage guests to connect with AmeriCorps member for one-on-one assessments
- Develop effective working relationships with volunteers
- Offer tax preparation assistance services during tax season

II. Guest Assessment & Community Resources/Development

Member will conduct weekly Charity Tracker In-Take and update all information as required

- Conduct one-on-one assessment with clients using information from 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

- Assist in the development and cultivation of Holy City Missions volunteer and donor base
- Develop Social Media strategy
- Cultivate relationships with key volunteer organizations
- Coordinate communication with external supporters

III. Maintain computer-based guest statistics and provide weekly reports to Supervisor:

- Number of guests met with/served?
- Services you were able to connect them with?
- Services we don't currently offer that would have been a benefit to our clients? What/how could we implement such benefits?
- Clients that would benefit from follow-up phone call or meeting in the coming weeks?

IV. Program Support

Offer behind-the-scenes support to established outreach programs/ministries

- Support the inventory work of the Food Bank in our relationship with Lowcountry Food Bank
- Support the inventory work of the Clothes Closet and our partnership with Recycled Love Thrift Store and Lowcountry Textile Recycling
- Handle donations for various outreach services. Maintain records of donations [who/what/when donated] and send thank you note/card
- Assist with lead-up to Winter Warming Shelter [volunteer recruitment, training, organization etc.]
- Support networking with volunteers and with partner agencies
- Assist church staff with administrative activities [not to include any area of religious instruction]

Additional Responsibilities:

Function as part of a team in an interconnected system of Holy City Missions volunteers, church volunteers, staff and out-of-town missionaries/volunteers.

Participate in regularly scheduled reflection sessions with supervisor/Pastor.

Provide high quality customer support to assist individuals in need with accessing work supports [public benefits], referrals and other resources that help families become financially stable.

Maintain strict customer, staff and partner confidentiality for all personal information and documentation. Don't include identifying information on any reports that could impact/cause confidentiality issues.

Training Responsibilities: Member is required to complete an orientation to the structure, mission, and vision of Holy City Missions. Must complete Safe Sanctuary Abuse Prevention Training and strictly abide/maintain constant awareness related to this training.

Required Skills: To be personable, organized, flexible, independent and have a strong interest in serving our community. Must be able to relate to a diverse population.

Required Testing and Documentation: Background check provided by TUW will suffice for all HCM testing and documentation

Reasonable Accommodations: HCM is an equal opportunity employer. Our work is to positively impact all who live in our city and we believe all people have unique gifts and talents they can offer to our shared mission. We strive to accommodate the needs of our staff members, volunteers and community guests.