



JAMES ISLAND OUTREACH

MEMBER SERVICE DESCRIPTION

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

Position: AmeriCorps Family Navigator
Department: n/a
Reports to: Executive Director
Service Term: August 15, 2022 to July 31, 2023

Position Summary:

The Family Navigator works alongside JIO staff and volunteers to provide client-centered services including client enrollment, Emergency Food and Financial Assistance, client self-empowerment, and referral to community resources and partner agencies.

The individual in this role must maintain the utmost professionalism to uphold organizational standards of excellence, protect client confidentiality, and represent the organization positively and professionally in the community. This position will interact with clients, volunteers, staff, community partners, donors, and JIO board members and therefore the ideal candidate must possess excellent communication and interpersonal skills.

This is a half-time position 20-25/hrs week. Core work hours are 9:00 AM – 12:00PM Mon-Friday with additional afternoon hours to be determined in collaboration with member. Member should work one or more Saturday a month to support the client food distribution program. Some evening or holiday work may be required for special events and tax season.

Key Responsibilities Areas:

I. In-Take Assessments and Referrals

- **Assess client eligibility in one-on-one consultation**
 - Conduct one-on-one assessment with clients using information from an in-take form and client interview
 - Verify client eligibility documentation per JIO guidelines
 - Confirm accurate client record is created/updated in Charity Tracker database and Link2Feed. Enter case note reflecting key information from eligibility interview (approval/ineligible for services, immediate referrals, and follow-up actions needed)
 - Provide overview of available services and procedures for utilizing services
 - Prepare client ID cards
- **Client Assistance Programs and Referrals**
 - Assists client with completion of required documentation for JIO assistance, including USDA/TEFAP eligibility and Emergency Financial Assistance Program.
 - Refer clients for financial assistance and other external support as needed, provide client assistance with submitting documents as needed

Revised ENH 5/18/22

- Assess client eligibility for government assistance programs and provide client assistance and resources as needed to complete application
- Advise and guide clients towards opportunities that can assist them in attaining self-sufficiency such as education, housing, vocational opportunities or services, life skills, medical, dental, and mental health services
- Collaborate and consult with JIO Staff and Volunteers to ensure appropriate assistance, guidance and resources are being provided to clients
- Maintain knowledge regarding community resources by connecting with community partners and attending sponsored training and community meetings

II. Food Pantry Operations

- Prepare client nutrition resources, recipes, and other health promotion materials to be distribute in client food pantry
- Promote positive client-experience while shopping by assisting with organization, food displays, and stocking of client-choice area
- Serve as substitute Charity Tracker or Pantry volunteer during food distributions, as needed
- Assist with the pantry stock-room operations on occasion, as needed

III. Community Outreach

- Participates in off-site/special events as needed to identify new clients and provide education and awareness of JIO Services
- Create materials to promote JIO client services and increase community awareness of JIO

IV. Additional Responsibilities

- Assist in positive problem-solving, always seeking proactive ways of improving organizational operations
- Maintain excellent professional working relationships with clients, staff members, volunteers, community partners, and supporters
- Assist with data collection in the organization's client database, Charity Tracker, and document client success stories
- 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
- Promote JIO mission, vision, and values, treating all people with dignity and respect

Training Responsibilities:

*USDA Training through LCFB
Serv Safe training through LCFB*

Required Skills/Qualifications: *(Insert additional skills not included in TUW position description)*

- Appreciation for service to the community, empathy for our clients, and a passion for helping others
- Critical thinking and analytical skills for problem solving
- Ability to work independently and collaboratively with both staff and volunteers.
- Ability to establish appropriate boundaries with clients
- Excellent interpersonal skills
- Outstanding communication abilities
- Computer literate including proficiency in Microsoft Office Suite 2010, databases, and Internet.

Required Testing and Documentation

Signed Confidentiality and Non-discrimination agreements

Reasonable Accommodations:

James Island Outreach is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances.

Revised ENH 5/18/22

James Island Outreach's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment. The Organization will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to an individual's: physical or mental disability; sincerely held religious beliefs and practices; and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon the Organization's business operations.