

FINANCIAL STABILITY PROJECT

AmeriCorps SC Member Position Description

Family Navigator

Service Site: SC Thrive

Service Site Address: Multiple Sites

Site Supervisor/Title: Jasmin Tucker

Service Position Type: Minimum time/ 300 hours

Term of Service: January 9, 2022-May 31, 2023

Average Weekly Service Hours: 15 hours per week

Program Overview

AmeriCorps is a network of national service programs that address critical issues in local communities through service. The Financial Stability Project at Trident United Way serves individuals and families in Charleston, Berkeley, and Dorchester counties on their path towards financial stability. We use a continuum framework that begins with addressing basic needs and moves individuals along a continuum to achieve the goal of gaining sustaining assets.

AmeriCorps Member Position Overview

AmeriCorps members serve as Family Navigators in community agencies providing services to those in need. Navigators will complete their hours by providing financial education to individuals as well as crisis mitigation services that help families and individuals become more financially stable in the Tri-county area.

Minimum Qualifications

- Be a citizen, national, or lawful permanent resident alien of the United States
- Minimum GED or High School Diploma
 - A two-year or four-year degree is strongly preferred
- Satisfy the National Service Criminal History Check eligibility criteria pursuant to 45 CFR 2540.202.
- Meet Weekly service hour goal
 - Reduced full time: 35 hours
 - Half time: 25 hours
 - Minimum time: 15 hours

Essential Functions

Tax Filing Assistance

Provide high-quality tax preparation assistance, using SC Thrive's Thrive Hub platform, to taxpayers who meet the qualification criteria. Answer questions, maintain taxpayer privacy and confidentiality standards, and adhere to quality site requirements and volunteer standards of conduct at all times.



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Day(s) of Service

- Participation in September 11th Day of Remembrance, Day of Caring, Veteran's Day, Bags of Joy, and Martin Luther King Jr. Day of Service events may occur on the weekend or during holidays and include activities outside of the scope of typical day-to-day functions.

Additional Responsibilities

Although not essential position functions, the AmeriCorps member may be responsible for the following as needed:

- Participate in outside service activities approved by the Program Director
- Some evenings and Saturday mornings service
- Assist other departments in major projects as needed and as it relates directly to the AmeriCorps Program
- Follow up with all email and phone inquiries within two business days
- Cultivate strong relationships with agency staff
- Embrace all aspects of diversity, ensuring that service delivery is culturally sensitive

Physical, Emotional, and Intellectual Demands

The following competencies are important in helping the AmeriCorps Member perform the essential duties of this position successfully:

- Flexibility – The ability to adjust to and thrive in a complex and changing environment; handles challenges with care and thoughtfully responds in the face of adversity or conflict.
- Ability to Work Independently – The ability to be a self-starter and accomplish tasks independently and without constant direct supervision
- Ability to Multi-Task – The ability to handle multiple tasks and assignments; prioritizes more critical functions while maintaining a good handle on others; reports promptly any barriers to task completion and allows ample opportunities for a supervisor to adjust deadlines
- Results-Oriented Thinking and Behavior – A genuine concern for effectiveness. Possesses the desire to get the service done with excellence; mentally, is focused on getting the best results for actions taken; does not settle for mediocrity.
- Awareness and Sensitivity to the External Environment – Situational awareness; is aware of the organizations that they represent, including the United Way Association of South Carolina, South Carolina Service Commission, AmeriCorps, and the host site's position in the community and the effect of their words and actions on that position; demonstrates savvy in dealing with agencies, volunteers and donors; is promoting and affirming in conversations about and on behalf of those organizations.
- Physical Activities:

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- Manual Dexterity: Picking, pinching, typing, or otherwise serving, primarily with fingers rather than with the whole hand or arm as in handling.
- Communicating: Expressing or exchanging ideas. Activities must convey detailed or important spoken instructions to others accurately, loudly, or quickly.
- Listening: Ability to receive detailed information through appropriate communication.
- If serving at a food pantry be able to lift at least 50lbs
- Visual Acuity: Member must have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or expansive reading.
- Service Conditions: Member is subject to both inside and outside environmental conditions.

Benefits

All members will have access to the Member Assistance Program (MAP), and federal student loan forbearance during their term. Upon successful completion of the service term, members are eligible for payment of accrued interest on eligible federal loans, and an education award in the amount shown below. Member will receive mileage reimbursement, skill-building opportunities, and robust monthly professional development training.

- The living allowance for this position is \$297 distributed on a semimonthly basis and may not exceed \$2,973 for the term of service.
- This position is eligible for an Education Award up to \$1,374.60. Please visit <https://americorps.gov/members-volunteers/segal-ameri-corps-education-award> for additional information on the education award.

This program is available to all, without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information, and military service. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.