



## ***Trident United Way- Berkeley Resource Connection Center***

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**Position:** AmeriCorps Family Navigator

**Slot Type/Stipend:** Reduced Full Time \$826.08

**Reports to:** Latoya Lewis/ Berkeley Resource Connection Center Manager

**Service Term:** August 12, 2024 through July 31, 2025

**Hours of Operation:** Monday – Thursday 8:30a- 4:00p Some Fridays  
**\*\*subject to change\*\***

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### **Position Summary:**

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

### **Services Provided Below:**

- Client Intake
- Client Resource Referrals and Assurances
- Client Financial Skill Development
- Client Financial Stability Services

### **Essential Functions:**

#### **I. Customer In-Take Assessments and Referrals**

- **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 Prosperity 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**
  - Identify and conduct short-term follow-up meetings or phone calls with clients to help facilitate financial stability

### III. Data Tracking

- **Charity Tracker**
  - All assistances, referrals, applications, etc. are the responsibility of the AmeriCorps Member to input and maintain in Charity Tracker in a timely manner, preferably daily, but no later than COB on Thursdays

### IV. Networking and Events

- **Networking**
  - Must be ready to engage with partners and stakeholders during inter-agency meetings and Berkeley Resource Connection Center Tours
- **Events**
  - Engagement in client-based events both outside and within the Berkeley 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 support (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 Charity Tracker

#### Training Responsibilities:

- AmeriCorps Members must attend all mandatory Orientation training
- Required to attend all professional development opportunities provided by Berkeley Resource Connection Center and SafetyNet
- Must attend weekly in house staff meetings & training

#### 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 show initiative and be a self-starter to effectively gain the most out of the AmeriCorps program at the Berkeley Resource Connection Center

#### Required Testing and Documentation

- Member 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.