

Trident United Way- Cross High School

Position:	AmeriCorps Family Navigator
Slot Type:	Reduced Full Time 1200 Hours
Stipend Amount:	\$828.08 (bi-monthly)
Service Term:	August 12, 2024 to July 31, 2025
Service Hours:	20-25 hours per week*

hours subject to change based on work flow

Position Summary:

As a reduced full-time Family Navigator, the AmeriCorps Member at Cross High School 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 the Communities in Schools Site Coordinator, Berkeley Resource Connection Center partners, community partners and Trident United Way Director of Education 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, and facilitate parent and family education sessions alongside the Communities in Schools Site Coordinator

Check 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, Referrals and Case Management

- Conduct client and community needs assessments to identify resources and services needed within the community to best serve clients.
- Receive and manage client referrals from Communities in Schools Site Coordinator
- 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 partner agency sites and school based supports as appropriate
- Identify and conduct regular monthly check-ins with clients to help facilitate housing stability.

II. Direct Client Services

- **Benefits screening and applications**
 - Utilize Thrive Hub to complete work and 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 assurances provided to clients

- Conduct referral screenings and applications as required
- May act as liaison between referral agency and client
- **Basic Needs Requests**
 - Assess basic needs requests from clients to determine if their needs qualify for assistance through the TUW Seimer Fund.
 - Manage and process requests for approval
 - Communicate with TUW Director of Education to manage and process requests for approval
 - Maintain adequate documentation and records of assistance provided

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 trainings
- **Events**
 - Engagement in client-based events both at Cainhoy Elementary School and within the community.
 - Collaborate alongside Communities in Schools Site Coordinator to organize and facilitate parent education events around financial stability, housing access and maintenance, etc. outside and within the school and community
 - Share the services of the Berkeley Resource Connection 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 housing 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 through the Trident United Way, Communities in Schools, Seimer Institute Partnership
- Must attend monthly 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 Director of Education.

Reasonable Accommodations:

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