



Star Gospel Mission

MEMBER SERVICE DESCRIPTION

Position:	AmeriCorps Family Navigator
Slot Type:	Reduced full-time 1200
Stipend Amount:	\$826.08
Service Term:	August 12, 2024 to July 31, 2025
Service Hours:	TBD

Position Summary: The AmeriCorps Family Navigator is a vital role dedicated to supporting individuals and families by providing guidance, resources, and advocacy to help them navigate through various social services and community resources. The Family Navigator will work closely with clients to identify their needs, connect them to appropriate services, and empower them to achieve stability and self-sufficiency.

Essential Functions:

I. Resource Navigation:

- Connect families and Star Gospel Mission Guests to community resources such as healthcare, housing, employment, education, and financial assistance.
- Provide information and referrals to appropriate social service agencies and programs.
- Assist families in completing applications and paperwork for various services.

II. Advocacy and Support:

- Advocate on behalf of families to ensure they receive necessary services and support.
- Provide ongoing support and follow-up to ensure families are making progress towards their goals.
- Empower families by providing education on their rights and available resources.

III. Collaboration and Partnerships:

- Build and maintain relationships with community partners, service providers, and other stakeholders.
- Participate in community meetings, coalitions, and events to stay informed about available resources and services.
- Collaborate with other AmeriCorps members and staff to enhance service delivery and program outcomes.

V. Documentation and Reporting:

- Maintain accurate and up-to-date records of all interactions and services provided.
- Prepare and submit regular reports on activities, outcomes, and challenges.
- Ensure compliance with AmeriCorps program requirements and standards.

Additional Responsibilities

- 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

Training Responsibilities:

The training includes an overview of the mission's programs and services, best practices in social work and case management, communication and interpersonal skills, and crisis intervention techniques. Additionally, members receive training on cultural competency, resource navigation, and community partnership building, ensuring they are well-prepared to make a meaningful impact in their roles.

Required Skills:

- Good decision-making skills and supervisory skills are needed to ensure that tasks and responsibilities are carried out with little daily supervision.
- Knowledge of basic mathematics.
- Proficient computer skills in Microsoft Office software.
- Ability to read, write, and communicate in the English language.

Required Testing and Documentation:

- Background Check
- Charity Tracker Training

Reasonable Accommodations:

At Star Gospel Mission, we are committed to creating an inclusive and accessible environment for all individuals, including those with disabilities. We believe in the inherent worth and dignity of every person and strive to ensure that our services, programs, and facilities are welcoming and accessible to everyone.

Star Gospel Mission is an equal opportunity organization. We do not discriminate based on disability and are dedicated to promoting equality and inclusion in all aspects of our work.