



**CitySquare AmeriCorps
Member Position Description**

Title: Case Management AmeriCorps Member	Service Term: 4 months	Member Type: Quarter Time (450 hours)
Service Site: Metrocrest Services – Case Management		Immediate Supervisor: Ofelia Zamora, Lead Case Manager

Position Title: Case Management AmeriCorps Member

Reports To: Site supervisor is Ofelia Zamora, Lead Case Manager for Metrocrest Services. AmeriCorps supervisor is Elizabeth (Eli) VanOort.

Service Hours:

CitySquare AmeriCorps Quarter time AmeriCorps members serve a minimum of 450 hours over a four month period, or an average of 32-35 hours per week. All members are expected to participate in centralized AmeriCorps trainings – including, but not limited to initial pre-service orientation and National AmeriCorps Swearing In Ceremony. A calendar of required trainings and service projects is provided at pre-service orientation.

Members serve during Metrocrest Services hours, defined as Monday through Friday, 8:00 am to 5:00 pm. Members are expected to serve through their end date even if minimum hour requirement is met prior to this date.

Primary Duties:

Case Management AmeriCorps Member will enhance the organization’s ability to support and assist clients by increasing communication with clients, better identifying clients' needs and utilized services, and increasing the accuracy of outcome measures.

Duties & Responsibilities:

Perform tasks to assist case managers with service to clients. These tasks may include:

- Make telephone calls to clients to collect information and notify them of services
- Identify further needs clients may have
- Notify case managers of noticeable changes in client
- Schedule clients for an appointment with a case manager if needed
- Remind clients of services available
- Assist clients with filling out paperwork
- Update client records
- Gather information and survey clients for outcome measures

Essential Functions:

Adhere to professional standards, such as reporting for service on-time, staying on task, being friendly and helpful on site and in the community, and maintaining a professional manner and appearance. Members are required to complete and submit a biweekly timesheet to the appropriate site supervisor for signature and approval.

Members are required to call in to the appropriate site supervisor and any relevant site staff when absent or late to the program or scheduled service event. Chronic tardiness and absenteeism is grounds for suspension and/or dismissal. Members who miss three consecutive days or more of scheduled service due to illness or other compelling circumstance, such as a family emergency, must provide a doctor's note or other similar documentation explaining the reason for the absences.

Members must have a strong commitment to community service, to communicating effectively with staff, with fellow members, community partners and AmeriCorps staff. Members must also exhibit a strong ethic of service (attendance, record-keeping, completing timesheets in a timely fashion, etc.). Members are required to adhere to all codes of conduct and or related policies and procedures of host site program, CitySquare and AmeriCorps. Members are required to wear the AmeriCorps logo during service.

Service Conditions:

This service opportunity is highly interpersonal, and requires that members serve well with others. Members must be able to accommodate changing service conditions and diverse points of view. Members must learn to balance both program identity and AmeriCorps identity. Equipment used, includes computers, copiers, scissors, glue, staplers, general office supplies, etc.

Qualifications:

Preferred: College student or graduate with experience in Social Work, working with seniors or low-income families, or in a non-profit setting. Minimum: High school diploma or GED. At least 17 years or older. U.S. Citizen or Permanent Resident. Access to reliable transportation to and from host site on a daily basis. Passion for addressing food insecurity and providing assistance to individuals, families or seniors. Ability to communicate clearly and patiently, especially by phone. Commitment to uphold the mission and core values of Metrocrest Services. Must have basic computer skills (Microsoft Office, typing, etc.) and be a fast learner for basic client database program (SalesForce). Members agree to submit to a criminal background check, as well as the National Sex Offender Registry.

This position has recurring access to vulnerable populations. As such, it requires a three part National Service Criminal History Check, including a FBI fingerprint background check. Until a member is cleared on all three components, the member is not permitted to have access to vulnerable populations but is confined to training and program development.

Disaster Relief Effort:

In the event of a local (e.g. County), state (e.g. Office of the Governor), or federal disaster declaration (e.g. Federal Emergency Management Agency), OneStar may request AmeriCorps members to temporarily deploy to an affected area to participate in response or recovery operations for up to 60 days. If such a situation occurs, OneStar will make every attempt to not disrupt members' primary service activities. If members are deployed at OneStar's request, service hours spent in response to that event may be counted towards the total required member hours. Members will spend no more than 120 days on disaster-related activities during a term of service without the prior consent of OneStar Foundation unless otherwise specified in the program's approved grant and program design (in the case of programs within the Disaster Services Focus Area).

All of the above duties and responsibilities are essential position functions subject to reasonable accommodation.