



SC Thrive

MEMBER SERVICE DESCRIPTION

NOTE: All information included in the position description is considered a supplement to Trident United Way position description.

Position:	AmeriCorps Family Navigator
Department:	Community Outreach
Reports to:	Jasmin Tucker
Service Term:	August 15, 2022 to July 31, 2023

Position Summary: The AmeriCorps Family Navigator will seek, foster, and strengthen relationships with organizations and agencies in the Low Country of South Carolina, including marketing the SC Thrive brand and promoting awareness of available programs in the tri county. The Family Navigator will support current sites through tax filing assistance, coordinating benefits and tax clinics, assisting with the Trident United Way tax grant, assisting with Financial Stability programming, support outreach opportunities, and serve the community as a trained SCT Benefits and Tax Counselor.

Check Services Provided Below:

- ✓ Client Intake
- ✓ Client Resource Referrals and Assistances
- ✓ Client Financial Skill Development
- Client Workforce Readiness Development
- ✓ Client Financial Stability Services

AmeriCorps members are expected to demonstrate ongoing productivity in all responsibility areas outlined in this position description for the length of service.

Key Responsibilities Areas:

I. Client In-Take

- Conduct one-on-one assessment with clients using information from an in-take form
- Provide overview of available services and procedures for utilizing services; this includes in-take interviews and completing Benefits applications and QuickChecks
- Learn to successfully navigate and utilize SCT web-based systems, including The Benefit Bank, and Charity Tracker Plus systems, and other systems used to perform job requirements
- Assist clients with completion of tax returns
- Maintain client confidentiality at all times
- Promote educational workshops offered by SC Thrive and refer individuals to partner agencies as appropriate

II. Outreach and Education

- Become a trained SCT Benefits and Tax Counselor
- Track, manage, and report on program goal attainment process (goals to be set with Site Supervisor during on-boarding)
- Schedule and facilitate financial stability workshops to clients- minimum of 1 per quarter
- Implement Financial Literacy Materials with clients
- Coordinate and conduct Benefits and Tax Clinics in the tri county area
- Complete QuickChecks at all outreach events
- Participate in tri county community coalitions such as the Safety Net Assistance Network
- Maintain working knowledge of all SCT applications offered including administration of benefits
- Promote SCT programs and services including taxes in the tri county area

Additional Responsibilities

- Display a commitment to the mission, values, and aspirations of the organization
- Demonstrates desire and ability to work with people from various socioeconomic backgrounds and thrives in a diverse environment
- 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
- Willingness to assist with special projects

Training Responsibilities:

- Complete the following SC Thrive sponsored training: Benefits, Taxes, Military and Veterans, Adult and Youth Mental Health First Aid Training, Financial Stability
- Attend SC Thrive Annual Training in Columbia, SC October 1-2, 2018

Required Skills:

- Shows strong attention to detail; problem solving skills, analytical and organizational skills
- Displays the ability to work cooperatively in a team environment while also being a self-started
- Intermediate to excellent proficiency with Microsoft office applications and internet functionality required
- Comfort working a flexible schedule. Must be available some nights and weekends, as needed
- Ability to work remotely from lead organization and in conjunction with United Way Partnership
- Excellent communication skills in both written and verbal situations; must be comfortable to represent SCT as a spokesperson who can articulate messages to different audiences, including the ability to successfully present at conferences or events
- Must have a valid SC driver's license, required insurance, reliable transportation, and the ability to travel to worksites in the tri county area.

Reasonable Accommodations:

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