

**UNITED WAY OF NORTHWEST INDIANA
AMERICORPS MEMBER POSITION DESCRIPTION**



United Way of Northwest Indiana

Position Titles: Community Navigator

Classification: September 2022-July 31 2023 Term

Hours: 1700-300 Hour Term (September- July 2022)

Division: Community Impact

Reports to: Level Up Program Director/Sr. Director of Community Impact

of Positions: 3

Purpose of Position:

Initiative focused exclusively on supporting struggling families on the path to long-term financial stability. The Community Navigator AmeriCorps Member will serve participants, helping them access community services. The member will refer clients to existing community and United Way supports services. This position builds program capacity in Northwest Indiana.

Duties and Responsibilities:

- Establish relationships with key community organizations and local service providers.
- Assess client needs and assist them in locating and applying for services.
- Refer clients to community services to meet their needs.
- Complete all assessments and touchpoints in a timely manner; log all assistance, goals and assessments in Charity Tracker.
- Participate in community events to network, educate and coalition-build.
- Help populate Resource Roundup with local community organizations.
- Provide financial fitness training and education as needed.
- Other duties based on client need or as assigned.

Position Relationships:

- Frequent contact with United Way staff, volunteers, agency executives and staff, and public.

Qualifications:

- Computer skills and knowledge of relevant software, particularly Microsoft Office programs like Word, Excel and Outlook, and Zoom.
- Bachelor's Degree or equivalent in experience.
- Previous experience in a client-facing or customer service position.
- Possess a working knowledge of service providers, including State, Federal and Local assistance.



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- Ability to self-manage and at times handle multiple projects/responsibilities.
- Knowledge of communities serving in either Lake, Porter, Starke, Newton and Jasper counties' unique characteristics, demographics & needs.
- Established relationships with communities and/or community stakeholders.
- Dedication to supporting and furthering diversity & inclusion inside and outside of the organizations.
- Desire to continually learn and improve as well as the ability to provide and accept feedback.
- Problem solving & critical thinking skills; ability to handle ambiguity and uncertainty.

Key Competencies:

- Attention to detail and accuracy
- Communication skills - written and verbal
- Public speaking and presentation skills
- Listening skills
- Planning and organizing
- Prioritizing
- Problem assessment and problem solving
- Information gathering and monitoring
- Flexibility
- Adaptability
- Customer service orientation
- Teamwork

Physical Demands:

The physical demands described here are representative of those that must be met by an member to successfully perform the essential functions of this AmeriCorps term. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the AmeriCorps member is regularly required to sit and talk or hear. The member frequently is required to walk and/or drive. The member is occasionally required to stand. The member may occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an member encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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Typical office environment with minimal noise from office equipment i.e., printers. Frequently the member must drive to appointments, events, and networking opportunities. The member must provide his or her own transportation/insurance.

Position Type / Expected Hours of Service:

1700-300 Hour AmeriCorps Term

Hours will range from 5-40 hours a week depending on term of service

Travel:

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected for training. Reliable transportation is required.

Other Duties:

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the member for this position. Duties, responsibilities, and activities may change at any time with or without notice.

AmeriCorps Members are prohibited from fundraising, handling money, and grant writing.

This program is available to all, without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information, and military service.

Living Allowance up to: \$16,502

AmeriCorps Education Award upon successful completion of the program of up to \$6,495

Signatures:

Supervisor

Date

AmeriCorps Member signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

AmeriCorps Member

Date

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