

JOB DESCRIPTION

PROGRAM: **AmeriCorps Program**
JOB TITLE: **Member Development Coordinator / SCSEP Coordinator**
CLASSIFICATION: **Program Specialist IV**
PAY GRADE: **11**

JOB SUMMARY

Responsible for providing comprehensive member development services to STEP AmeriCorps members in conjunction with the Program Manager. The AmeriCorps Program's success lies in the engagement and enthusiasm of its members; the Member Development Coordinator will recruit, interview, and place members at service sites based on their skills. The Member Development Coordinator will interact regularly with members to ensure they are making the most of their service term with those placements. Assisting in the coordination of special events, as well as national service events including: MLK Jr. Day, AmeriCorps Week, Mayor's Day, 9/11 Day of Remembrance, and others, will be key to providing opportunities for members to reach their service goals.

Responsible for fostering and promoting useful part-time work-based training opportunities in community organizations for unemployed individuals age 55 and older who meet income guidelines. Develop and implement methods for recruiting participants and host agencies.

SUPERVISORY RELATIONSHIPS:

SUPERVISES: AmeriCorps Members as appropriate

REPORTS TO: AmeriCorps Program Manager

ESSENTIAL QUALIFICATIONS:

- Bachelor's degree in social or human services or a related field, with three years' professional experience which includes administrative or supervisory responsibilities, or equivalent combination of education and experience sufficient to demonstrate possession of the required knowledge, skills and abilities.

GENERAL REQUIREMENTS:

- Pennsylvania State Police Criminal History, Child Abuse, FBI, and National Sex Offender Registry Check clearances current within 90 days of employment; and Motor Vehicle Record check;
- Computer training and/or documented proficiency with popular word processing software; experience with and/or training in Microsoft Office products particularly Word, Excel, and PowerPoint is preferred;
- Valid Driver's License and car available for daily use with adequate insurance coverage;
- Physical ability to perform essential job functions without any health restrictions; requirements include the ability to sit, stand, carry 30 pounds, climb stairs, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges, clear speaking voice;
- Flexibility to work altered and nontraditional work schedules, as assigned; and,
- Participation in job-related training, as assigned.

SPECIFIC DUTIES:

- ❖ Works with Program Manager to get an overall understanding of STEP AmeriCorps Program;
- ❖ Interviews and recommends members for partners; trains, supervises, and evaluates assigned

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- members;
- ❖ Provides day-to-day member development activities for the AmeriCorps Program operated by STEP, including regular follow-up with members and service site supervisors; may vary for each member depending on need of supervision and support
 - ❖ Works cooperatively with Program Manager and community partners to promote and improve AmeriCorps services;
 - ❖ Develops and implements policies and procedures as they apply to member development;
 - ❖ Develops and provides and/or coordinates training at monthly AmeriCorps member meetings that would include, but is not limited to job search, job readiness, Life After AmeriCorps information, civic engagement, teambuilding, leadership skills, etc.;
 - ❖ Coordinates special events as well as national and local service events;
 - ❖ Seeks out supplemental community service opportunities for members to participate in and participates alongside the group;
 - ❖ Maintains records and data on member services and activities, prepares reports and correspondence, as required; Utilizes promotional information and provides direct marketing or program services to solicit members in program, including attending career fairs and expos;
 - ❖ Provides coaching and support to AmeriCorps members to successfully complete service term;
 - ❖ Make referrals to STEP Service Navigation and other community resources, as appropriate;
 - ❖ Participates in monthly PennSERVE conference calls, attends all required trainings and webinars;
 - ❖ Networks with other AmeriCorps Programs across Pennsylvania, etc.;
 - ❖ Recruits and provides orientation to SCSEP participants and host agencies;
 - ❖ Monitors host agency for compliance;
 - ❖ Determines income eligibility pursuant with the USDOL's Training and Employment Guidance Letter No. 12-06 and the most recent federal poverty guidelines issued by the US Department of Health and Human Services;
 - ❖ Assesses participants at least twice per 12-month period;
 - ❖ Develops an Individual Employment Plan (IEP) to reflect the needs of the participants as indicated by the assessment;
 - ❖ Develops a system to transition participants once maximum enrollment duration has expired;
 - ❖ Prescribes corrective action and follow-up procedures including terminations to remedy problems;
 - ❖ Ensures the collection and reporting of required data and maintains documentation for the required timeframe; and,
 - ❖ Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Current Community Needs Assessments, as well as barriers faced by potential members;
 - Principles of public administration;
 - Basic fiscal and programmatic principles and practices;
 - Geographic area served, including Lycoming, Clinton, Tioga, Sullivan, and Bradford counties;
 - Social casework principles and methods;
 - Microsoft Office Suite, particularly with, but not limited to, the Microsoft Word component;
 - Program eligibility requirements; and,

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- Individual and group behavior, and ways to work effectively with each.
- ❖ Skill in the following:
 - Communication so as to be able to interact with a variety of people such as customers, supervised staff, employers and other social services representatives; and,
 - Using computer and, at least, the Microsoft Office Suite of software.
- ❖ Ability to do the following:
 - Work with Program Manager and provide overall support for member needs;
 - Project a positive and professional image of STEP and the STEP AmeriCorps Program;
 - Organize and maintain accurate record keeping and reporting, submit reports (if required) in a timely manner;
 - Plan, organize, and direct the work of others;
 - Gather and analyze information and apply sound judgment in arriving at appropriate conclusions;
 - Interpret written and oral information including state, federal, and program guidelines;
 - Speak effectively before individuals and groups;
 - Communicate effectively orally and in writing;
 - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
 - Enter data into program software systems and to produce reports requested or required;
 - Understand performance measures and apply to program operations;
 - Interpret regulations and exercise judgment in applying and interpreting regulations and agency policies and procedures;
 - Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
 - Understand and follow oral and/or written instructions, some of which may include multi-faceted procedures, and to work independently of direct supervision;
 - Organize and prioritize work, and to develop effective work methods in an area which involves variable phases or different techniques and procedures;
 - Collect, organize, and process information, as requested;
 - Provide leadership and establish effective working relationships;
 - Plan and organize work, prepare adequate records and reports, set priorities, and maintain a caseload in an effective and timely manner;
 - Organize, prioritize, and establish schedules to accomplish Program goals;
 - Analyze, evaluate, and recommend action on customer needs;
 - Research, analyze information and make decisions;
 - Maintain information in a confidential manner; and,
 - Understand and accept the needs and rights of others, and to communicate effectively with target populations.