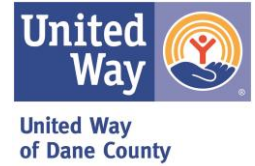




MADISON METROPOLITAN SCHOOL DISTRICT



## **AmeriCorps United Way 2-1-1 Community Resource Specialist Part-Time Position Description**

**About AmeriCorps:** AmeriCorps is an opportunity to make a big difference in your life and in the lives of those around you. It's a chance to apply your skills and ideals toward helping others and meeting critical needs in the community. Each year, AmeriCorps offers 75,000 opportunities for adults of all ages and backgrounds to serve through a network of partnerships with local and national nonprofit groups. You'll be getting things done through AmeriCorps!

**Project Partners:** AmeriCorps, Madison Metropolitan School District (MMSD), Middleton-Cross Plains Area School District (MCPASD), United Way of Dane County, and the University of Wisconsin-Madison Morgridge Center for Public Service.

**Position Title:** AmeriCorps United Way 2-1-1 Community Resource Specialist

**Reports to:** Director, United Way 2-1-1 and Volunteer Center

### **Community Resource Specialist primary responsibilities:**

- Assist with the maintenance of community resource information in the United Way 2-1-1 database through formal/informal updates, research, outreach and data classification.
- Work with team members to identify and recommend areas for improvement to ensure quality service provision to the community.
- Strengthen accessibility to 2-1-1 by expanding the scope of 2-1-1 PLUS sites.
- Assist team with identification of unmet needs in the community.
- Presentations to increase awareness of 2-1-1.

### **Community Resource Specialist secondary responsibilities:**

- Provide accurate information and referral services to community resources via United Way 2-1-1.
- Support and supervise volunteers.

### **AmeriCorps responsibilities:**

- Wear approved AmeriCorps gear while performing AmeriCorps service activities or attending official events.
- Complete all AmeriCorps service requirements in a timely and complete manner.
- Abide by all AmeriCorps service rules and service provisions.
- Complete all AmeriCorps paperwork and reports in a timely and complete manner.

### **Position Qualifications & Requirements:**

- Educational background or experience in social work, resource helplines, telephone assistance or related field.
- Experience working with or demonstrated understanding of social services.
- Must be goal oriented, problem solver, and solution driven.
- Must have strong time management skills and the ability to balance multiple tasks.
- Must have proven ability to work both independently and as part of a team.

- Detail oriented.
- Strong communicator with people of diverse backgrounds and situations.
- Comfortable conveying empathy as well as resources over the phone.
- Ability to be at a desk and on the phone for extended periods of time.
- Appreciation and understanding of the value of volunteer involvement in program provision.
- Strong commitment to the mission of the United Way of Dane County and 2-1-1.
- Strong written, presentation, and public speaking skills.
- Computer experience including Microsoft Word, Microsoft Outlook, and Internet navigation is highly desirable.
- Allows a flexible schedule including evening and weekend hours.
- 18 years of age or older, at beginning of service term.
- U.S. citizen, national or lawful permanent resident.
- Must hold at least a high school diploma or equivalent. Post-secondary degree preferred.
- Be able to make a commitment to the position from 10/12/2015 through the end date of 7/29/2016.
- Must successfully pass a criminal history background check.
- Regular and reliable attendance.

**AmeriCorps Member benefits include:**

- A taxable living allowance of up to \$4,773 for the full term. Living allowance is paid every two weeks.
- Upon successful completion of a term of service, eligible members/leaders receive an education award of an amount up to \$2,182. The education award can be used to repay qualified student loans or for further education in an accredited institution of higher learning, vocational or trade school.
- Loan forbearance. (After successful completion of term of service, AmeriCorps will pay the accrued interest on qualified loans, which is taxable.)
- Mileage reimbursement for travel between program sites, meetings and/or assignments.
- Professional development, trainings and networking opportunities.

Work Hours: 20 Hours per week, with service hours generally ranging between 8:00 a.m. to 4:30 p.m. Mondays thru Fridays, with a ½ hour lunch break, with flexibility required. Special activities may require evening or weekend hours.

**Service Dates:** October 12, 2015 – July 29, 2016

**Application Deadline:** Applications will be reviewed on a rolling basis.

**How to apply:** Please submit a resume and cover letter to Steve Blankenheim, Achievement Connections Co-Director, United Way of Dane County, 2059 Atwood Avenue, Madison, WI 53704 or via email at [steve.blankenheim@uwdc.org](mailto:steve.blankenheim@uwdc.org). Please also submit an application on-line via the AmeriCorps web site [www.americorps.gov](http://www.americorps.gov) and select the Achievement Connections High School Tutoring program in Wisconsin.