



AmeriCorps Community Corps
Virtual United Way 211 Resource Specialist

Compensation:	Service Term:	Service Hours:	Location:
Approximately \$800 Living Allowance every other week \$6,495 Education Award Student Loan Forbearance Basic Health Insurance Mileage Reimbursement Subsidized Childcare	Starts: 9/12/2022 Ends: 8/31/2023	8:00am –4:30pm, but may have slightly different office hours not exceeding 40 hours/week Flexible	United Way of Dane County, Madison, WI

Program Overview:

AmeriCorps, often referred to as a domestic Peace Corps, places individuals within communities to give a year of their life to serving others. Marshfield Clinic AmeriCorps places members with host site coalitions throughout the State of Wisconsin to help “Get Things Done”. The ultimate goal of this program is to strengthen the capacity of nonprofit organizations to recruit and manage volunteers.

Applicants for AmeriCorps member positions must be willing to serve for the duration of the term of service (1700 hours minimum), averaging approximately 35- 40 hours a week. Members must attend orientation September 12-16, 2022, and midterm training in January 2023 TBD. Members must also be able to handle the financial commitment made by accepting the position. Applicants must be at least 17 years of age by September 12, 2022, possess a high school diploma or GED/HSED and agree to criminal background checks and Department of Motor Vehicles check.

Volunteer Wisconsin AmeriCorps members are overseen by host site supervisors and provided with regular support and direction from the AmeriCorps program manager and staff.

Members will have a unique opportunity to build their personal portfolio, develop their skills and serve their community through a year of service.

Position Responsibilities:

The person in this position would be working in the 211 call center in person and/or virtually. The main purpose of this position is to connect community members who are in need of AODA, mental health and other needs with available resources, provide in-service learning and training opportunities for staff and volunteers regarding AODA and mental health issues, and help build capacity within the organization by enhancing and expanding our volunteer program.

- Work with Resource Manager to develop partnerships with agencies and services especially in rural areas providing AODA and mental health services
- Conduct follow up calls focusing on, but not limited to AODA and mental health referrals
- Work with call Center Manager to develop and implement regular training and in-service opportunities for staff and volunteers
- Promote 211 services in rural areas where calls received represent the lowest percentage
- Provide accurate information and referral services via the phone, email, and mail
- Provide day-to-day support of call center volunteers

Qualifications:

- Experience with nonprofits highly desired
- Experience working in customer service field desirable
- Excellent organizational/project management skills
- Ability to both work with a team *and* be able to work independently
- Strong communication skills
- Ability and enjoyment working with diverse staff, volunteer teams and community members
- Ability to work outside regular office hours

To Apply:

Please submit a resume and cover letter to Ágnes Rédei at United Way of Dane County, 2059 Atwood Avenue, Madison, WI 53704 or via email at agi.redei@uwdc.org to receive a Marshfield Clinic AmeriCorps member application packet. Program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, religion.

About United Way of Dane County:

United Way of Dane County fights for the education, financial stability, and health of everyone in Dane County. United Way is committed to the vision of a Dane County where everyone can succeed in school, work, and life. To facilitate this, United Way follows the community's Agenda for Change, six goals focused on three priority areas of Education, Income and Health – the building blocks of a stable life.

Through strategic partnerships and collaborative work, United Way is bringing the many voices of Dane County around a neutral table to find common ground and make measurable progress, while providing organizations and individuals the opportunity to give, advocate and volunteer to change lives in Dane County.

United Way 211 is a three-digit phone number that connects callers with free and confidential information and referral services. 211 connects people with resources such as: bill payment assistance, housing search assistance, support groups, food pantries, and community clinics. 211 is available every hour of every day and can assist in almost any language.