

PART TIME VOLUNTEER POSITION (AMERICORPS-ACCESS PROGRAM)

POSITION: Client Services Assistant (Approx. 15-17hrs/wk)

DESCRIPTION: The main role of the Client Services Assistant is to provide access to human services to Hispanic immigrants through information and referrals, interpretation, and community outreach.

What is AmeriCorps ACCESS Program: the ACCESS program is a ONE YEAR COMMITMENT of VOLUNTEER service. Members must commit to at least 900 hours of volunteer service over a one year period (09/1/10-08/31/2011). In exchange for their volunteer service, members receive: \$ 5,900 living allowance and a \$2,675 education award. Members must participate in all AmeriCorps meetings, trainings and service projects in Greensboro, NC.

About the Latin American Coalition: The Latin American Coalition is the oldest and largest Latino nonprofit organization in the Charlotte-Mecklenburg area. Our mission is to promote full Hispanic participation in the Charlotte-Mecklenburg region by informing, educating, and advocating for the Latin American community.

Applications: Please send your resume and cover letter stating why you want to join the AmeriCorps program and serve in the Latin American Coalition to sjerez@latinamericancoalition.org by June 15th, 2010.

WHAT YOU WOULD BE DOING

70% (10 hrs/wk) Client Services

- Provide information and referrals to clients in the Resource Center seeking access to social, legal, and educational services in the Charlotte-Mecklenburg area.
- Tasks: Greet, assess client needs, and facilitate intake of Resource Center walk-ins and phone calls.
- Assist with data entry of client records and phone logs following internal procedures.
- Help update the Resource Center data banks with current lists of local agencies and services available to Latino immigrants.

20% (3 hrs/wk) Client Satisfaction Surveys

- Coordinate a team of volunteers to conduct quarterly client satisfaction surveys by phone, paper, and in focus groups.
- Compile results of surveys.
- Write a quarterly report including findings and recommendations.

10% (2hrs/wk) Community Outreach:

- Represent the Latin American Coalition at community meetings, events, and presentations as needed (these events might take place in the evenings and weekends).

OFFICE HOURS: Service must be completed during business hours Monday through Friday between 8:30 am and 5:30 pm. Occasional evenings and weekends may be needed for community outreach.

POSITION QUALIFICATIONS:

1. 17 years of age or older, legal permanent resident or US citizen, spoken and written English proficiency
2. High School Diploma (HSD required for a member who tutors) or GED by end of program year
3. Computer skills: Word, Excel, Power Point, Internet, Email.
4. Communication Skills: High fluency in Spanish a must. Advanced written and oral skills in English and Spanish necessary for success.
5. Experience and passion for serving a diverse community and encouraging clients to achieve self-sufficiency.
6. Knowledge of human services in the Charlotte-Mecklenburg area desirable.