**Redwood Community Action Agency**

**Community Services Division / AmeriCorps Program**

**JOB ANNOUNCEMENT**

**JOB TITLE: Member Services Coordinator**

**STATUS: F/T, health benefits after 2 months of employment/paid vacation, sick & holidays**

**SALARY: $15.50 hourly**

**AVAILABLE: August 1, 2016**

**DEADLINE: Open until filled; interviews to take place as qualified applicants are received**

**APPLICATION PROCESS:**

**Required Employment Applications and instructions for submitting your application materials are available at:** [**www.rcaa.org**](http://www.rcaa.org) **or at RCAA, 904 G Street, Eureka**

**PLEASE NOTE:** Incomplete applications or resumes without applications will not be accepted. However, Cover letters and resumes submitted with your application are welcome and encouraged.

**MINIMUM QUALIFICATIONS**

* BA in Social Work, Sociology, Psychology or related field
* Two (2) years of demonstrated experience working in a social service setting
* Two years as a Member of or working with a National Service Program – NCCC, AmeriCorps, VISTA, Peace Corps, Senior Corps, etc.

**POSITION PURPOSE**

Under the general direction of the Community Services Division Director, and direct supervision by the AmeriCorps Program Manager or their designee, the AmeriCorps Member Services Coordinator is responsible for providing essential support and coordination of all aspects of the Members experience in AFACTR, APYR and AHSP AmeriCorps programs operated by Redwood Community Action Agency.

**ESSENTIAL JOB FUNCTIONS**

* Create initial and ongoing member training schedule
* Participate in member recruitment activities
* Coordinate all member events, including national service days, member retreat and graduation
* Plan and conduct orientation and team meetings
* Attend relevant partner and community meetings to maintain effective networking and to maintain a positive presence for AmeriCorps and RCAA
* Attend AmeriCorps conferences when applicable in order to be knowledgeable about the newest AmeriCorps program updates
* Foster positive working relationships with all RCAA and AmeriCorps staff
* Maintain an Open Door policy to provide support and guidance to all AmeriCorps members
* Assist with maintenance and updating of personnel files for all AmeriCorps members
* Plan and initiate all team building, esprit de corps and infusion of AmeriCorps philosophy with members
* Implement all RCAA and AmeriCorps policies and procedures; monitor and troubleshoot issues as they arise for members and site supervisors
* Build and maintain positive contacts with local, state and national AmeriCorps networks
* Attend weekly staff meeting with AmeriCorps Program Manager; alert the Manager regarding any urgent or relevant issues
* Other duties as assigned

**JOB REQUIREMENTS**

**Knowledge of and Experience With:**

* National Service, AmeriCorps and the Corporation for National and Community Service
* Local community, social services, schools, family and youth-serving networks
* PC computer experience with at least basic proficiency of Word, Internet and Excel
* Issues relating to foster youth, families with high needs, child abuse and neglect, family violence, alcohol and drug abuse/addiction, homelessness and effects of trauma
* Cultural and other diversity awareness (race and ethnicity, age, sexual orientation, etc.)
* Effective communication skills when dealing with many different populations (members, supervisors, community partners, clients)
* Coordinating, scheduling and presenting member trainings
* Highly developed coordination, organizational and administrative skills
* Collaboration techniques and consensus decision-making skills

**Ability to:**

* Work well independently and as part of a team
* Utilize problem-solving skills to plan, organize and manage work of multi-site programs
* Work with community partners, AmeriCorps and other agency staff, school systems and members of diverse cultures
* Ability to inspire, support and communicate comfortably and effectively with young people and adults
* Possess strong leadership skills and the ability to build esprit de corps amongst members and site supervisors
* Conduct program evaluations and write reports
* Travel to out of town meetings a few times a year
* Communicate effectively in written and oral form
* Communicate /relate with people of various cultures, ethnicities, philosophical views, backgrounds, classes and communication skills
* Must have means and capacity to run job related errands
* Must be able to work a flexible schedule when necessary – evening, weekend or early morning presentations, member service or recognition events, etc.
* Ensure and protect agency, member, program and client confidentiality and safety; follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
* Must have means and capacity to perform job related duties with personal vehicle, as will be required, and must have proof of current automobile insurance
* Possession of a valid California Driver’s License and acceptable driving record from DMV
* Submit to fingerprinting for criminal record clearance/background checks with acceptable results
* Proof of required education (i.e. AA, BA, MSW, etc.)
* Home telephone or other effective means of communication

***AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER***