



**Project HEAL Program Associates
AmeriCorps Member Service Description**

Site: United Way Center for Financial Stability & Broward
Length of commitment: 1-2 years
Service Hours: One service year / minimum 1700 hours
Primary Supervisor Title: Case Manager
Living Allowance: \$ 12,300/year+ health & childcare benefits + \$5,350 education award
Scheduling: Minimum 35-40 hours/week
Location: 11500 NW 12 TH Avenue, Miami, FL 33168 & Broward

POSITION OVERVIEW

Project Haitian Emergency Assistance Location (HEAL)'s goal is to respond to the emergency and longer-term needs of affected families and individuals through a case-management model of service delivery that upholds the dignity and advances the human rights of those who are served. With this goal in mind, the Project HEAL Program Associates will connect individuals and families with services offered through Project HEAL providing high-quality customer service and following client intake procedures.

Duties/Responsibilities:

1. Direct Client Service:

- Follow client intake and assessment procedures
- Help clients with forms and applications to be completed.
- Assess needs, find additional services and refer clients to valuable resources
- Educate clients on available services, their rights and procedures
- Provide services and assist clients in disbursement procedures, emergency financial assistance
- Put initial client files together with intake form and note sheets for attorney and photocopies of any work authorization cards, LPR Cards, Naturalization certificates, I-94 cards, birth certificates and other documents as requested.
- Maintain contact list for all clients.
- Download/print commonly used forms to have on hand such as Applications for TPS, Work authorization, Relative visa petitions, adjustment of status and all accompanying forms, Naturalization, and application to extend or change non-immigrant status.
- Maintain separate file with records for Emergency Assistance clients with notes in any immigration file.
- Attend and assist in immigration clinics as agreed with Project Coordinator.
- Assist clients in filling out forms with absolute client confidentiality.
- Refrain from giving any legal advice unless specifically asked to convey message from attorney.
- Conduct legal research as requested by attorney and keep current file on filing fees, visa bulletins, instructions for commonly used forms.
- Before client exits, make sure note sheet is filled out and signed by attorney and placed in file in alphabetical order and any follow-up appointment is made and recorded.
- Work with attorney to prepare list of follow up needed
- Interview and fill out applications for clients needing emergency financial assistance who arrive at clinic.

2. Volunteer Core Development:

Volunteer recruitment is one of the main goals of AmeriCorps program. The AmeriCorps member will leverage the efforts of program services through recruitment of volunteers:

- Build relationships with potential volunteer resources to engage volunteers
- Hand out and collect SFLUM volunteer forms.
- Assist volunteers as requested by attorney.
- Assist volunteers in filing out intake forms as questions arise.

QUALIFICATIONS SOUGHT

Education and Experience

Associate's, Undergraduate or Master's degree students or graduates in Law, Paralegal Studies, Criminal Justice or related field.

- Successful experiences in
 - helping individuals, families and communities in economic development services.
 - non-profit or ministry setting is preferred
 - client services or case management preferred.

Knowledge, Skills and Abilities:

- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology
- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Creole speaking ability desired but not required.

WORKING CONDITIONS

The work is performed either in regular office conditions (90%) or conducted in various parts of the Miami-Dade County at partner and program locations (10%). Evening and some weekend work is required. Reliable transportation is expected in order to fulfill normal duties.

Work Style and Values:

This position operates within a ministry that is committed to providing opportunities to individuals, families and communities in an empowering, ethical and sustainable manner. Candidates should be able to embody this ethos and should pose the following traits:

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| ✓ Dependability | ✓ Self Control |
| ✓ Attention to Detail | ✓ Analytical Thinking |
| ✓ Cooperation | ✓ Independence —Creativity, Responsibility and Autonomy. |
| ✓ Initiative | ✓ Relationships —Co-workers, Moral Values and Social Service. |
| ✓ Integrity | ✓ Achievement/Success Driven |
| ✓ Adaptability/Flexibility | |
| ✓ Leadership | |

Standards of Performance:

South Florida Urban Ministries upholds high ethical standards and maintains strict confidentiality in every aspect of its operations and expects the same from each employee. Therefore, strong ethical standards and high personal and professional values are expected to be exhibited by all employees with access to sensitive and confidential information.

The STAR customer service program of South Florida Urban Ministries upholds high standards of customer service for each and every stakeholder every day. Excellence, perseverance, passion, innovation and compassion are the “EPPIC Philosophy” that under girds STAR at SFLUM. By living out the EPPIC Philosophy and upholding STAR standards, each staff member becomes an important part of our success and impact.

To learn more about our mission and programs or to apply for the position, please visit: www.sflum.org

To learn more about the mission and benefits of AmeriCorps Program, please visit: www.americorps.gov



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