

**Good Samaritan Ministries  
AmeriCorps Member Position Description  
2010-2011**

**Position:** AmeriCorps Clearinghouse Advocate

**Reports To:** Clearinghouse Director and AmeriCorps Program Director

**Status:** Full Time---Complete 1700 Hours September 1, 2010 – August 31, 2011

**Living Stipend:** \$11,800 for the contract year (some benefits)

Goal:

To meet the needs of families calling the GSM Clearinghouse through the mobilization of volunteers from area churches.

Qualifications:

1. Desire to help individuals and families.
2. Ability to work cooperatively with others in a team setting.
3. Ability to deal with the public in a professional and tactful manner.
4. Ability to handle sensitive information confidentially.
5. Good listening skills.
6. Some Post High School Administrative training.
7. Ability to accurately enter data into databases and use other office applications.
8. Ability to communicate clearly and concisely, both in person or by phone.
9. Bilingual in Spanish, a plus.

Specific Responsibilities:

1. Attend orientations and trainings regarding area resources, Clearinghouse programs and procedures.
2. Conduct interviews by phone or with walk-ins to determine the most appropriate referral.
3. Update and maintain accurate database entries relative to the information and referral process.
4. Assist with Rides and Care Closet programs.
5. Participate in providing Employment Supports through the Share Access collaboration with MiWorks!
6. Complete Needs Assessments, related reports and database entries relative to each interview. (Additional training required).
7. Research reports and special projects technical assistance as needed.
8. Provide clerical support to the Advancement department by conducting on line research, updating of excel based spreadsheets and database entry as needed.
9. Provide front desk receptionist support as needed.

Professional Development:

1. Adhere to professional standards of confidentiality at all times; Limits discussion regarding clients, staff and organizational business to appropriate channels.
2. Maintain openness to supervision through regular meetings and consultations with immediate supervisor.
3. Attend GSM sponsored/required orientation and training, as appropriate.
4. Maintain the highest standards of ethical conduct and practice.

Time Commitment:

Training typically consists of one to three sessions of orientation and observation. The AmeriCorps member commits to fill one or more Clearinghouse shifts per week, for a period of one year. (Shifts typically consist of either 9:00am to 12:00 pm, or 1:00pm to 4:00pm, weekdays although hours can vary depending upon organizational needs.) The Director of Clearinghouse Services will make every effort to be flexible with scheduling, should the need arise. Additional training will be required for completing Needs Assessments and Advancement Clerical Support. AmeriCorps member will also adhere to the Member Contract and attend every other Friday AmeriCorps team training.

Work Site:

Good Samaritan Ministries, 513 East 8<sup>th</sup> Street, Holland 49423

Send resume and direct questions to: Robyn Afrik, AmeriCorps Program Director, Good Samaritan Ministries, 513 E 8th Street, Holland, MI 49423. (616) 392-7159 or [rafrik@goodsamministries.com](mailto:rafrik@goodsamministries.com). Visit [www.goodsamministries.com](http://www.goodsamministries.com) for more information.