

## **Big Brothers Big Sisters of Franklin County—*position filled***

**Member Title/Position:** Case Manager Assistant/Activities Coordinator

**Agency/Program Mission:**

Big Brothers Big Sisters of Franklin County is dedicated to helping children reach their highest potential through professionally supported one-to-one mentoring relationships with volunteers. The vision of Big Brothers Big Sisters of Franklin County is to provide successful mentoring relationships for all children who need and want them, contributing to brighter futures, better schools and stronger communities for all.

**Member Objective:**

The YouthServe member will provide programming that will enhance our mentoring relationships. They will also help BBBS/FC generate community volunteers to serve as mentors. They will work with staff to plan events, publicity and innovative recruitment strategies to strengthen our volunteer base. Most importantly, the YouthServe member will enhance our volunteers' community service experience (having happy volunteers are one of our most effective new volunteer recruitment strategies).

**Duties and Responsibilities:**

- Assist Case Management staff in assessment and matching process for both Prep School and Community programs. This will include learning to interview both volunteers and children
- Co-supervise weekly Friday night programs at Deerfield Academy. Duties will include (but are not limited to):
  - Supervision of “Littles” (children ages 6-12) on buses to and from the program and on campus
  - Assisting mentors during Friday night program with challenges involving their Littles, and provide ongoing support throughout the duration of the match
  - In general, be responsible for the safety and well-being of participants
  - YouthServe member will be scheduled most Friday evenings 4-9 PM.
- Attend bi-weekly professional staff meetings
- Assist in planning and staffing agency events, such as annual picnic and fundraisers.
- Attend networking meetings with other youth serving agencies
- Attend appropriate trainings
- Assist with development and mailing of bi-monthly newsletters to publicize agency activities
- Plan inexpensive activities for matches in our prep programs and community programs

- Recognize youth and volunteers

**Required Qualifications:**

- Personable, with the ability to relate to a wide range of personalities
- Enjoy working with children
- Flexible, ability to multi-task
- Available Friday evenings, 4-9PM
- Excellent writing skills
- Valid driver's license, use of insured vehicle
- Ability to create fun events with little or no money
- Sense of humor and enthusiasm
- Submit and Pass a CORI check
- Computer literacy or willingness to learn basic Office software

**Tentative Member Schedule:**

Friday Evenings 4-9 PM are the only critical hours during the week. The other hours of service are flexible Monday-Friday, with occasional weekend events.

## **Big Brothers Big Sisters of Hampshire County**

**Member Title/Position:** Recruitment and Program Assistant

**Agency/Program Mission:**

The mission of Big Brothers Big Sisters of Hampshire County is to make a positive difference in the lives of children and youth, primarily through a one-to-one relationship with a caring adult. The program is committed to assisting young people in achieving their highest potential as they grow to become confident, competent, and caring individuals by providing committed volunteers, professional support and supervision of the matches, outreach to families, and enrichment opportunities in their communities.

**Member Objective:**

The AmeriCorps member will support program efforts to recruit, screen, and retain volunteers, both for one-time events and to serve as Big Brothers and Big Sisters. The member will provide support for site-based programs at UMass, Smith College, Amherst College, and Mt. Holyoke College. The member will also support case management by assisting with program events, soliciting camp scholarships, and maintaining a monthly list of events and activities for volunteers.

**Duties and Responsibilities:**

- Recruit volunteer Big Brothers and Sisters. This includes:
  - staffing on-campus and community events for recruitment
  - coordinating meetings of the Board recruitment committee
  - coordinating speaking opportunities (i.e. calling to set up speaking engagements, creating and preparing materials)
  - conducting information sessions for applicants
  - calling references for volunteer applicants
  - creating flyers and other materials
  - processing volunteer applications, including completing phone references
- Plan and implement weekly group activities for mentors at Smith College, UMass, Amherst College, and Mt. Holyoke College and their Littles under case manager supervision. Be available at the site during the program. These programs meet on weekdays, 3:00 pm-7:00 pm. (Specific days of the week and times will be determined over the summer. The member will likely be on site at some, but not all, of these programs, if there is scheduling overlap.)

- Maintain updated list of “Freebies and Discounts” offered by community businesses for Bigs and Littles
- Write monthly activities and events newsletter for volunteers
- Coordinate solicitation of camp scholarship opportunities for children in the program (second half of the term)
- Plan and implement community-service activities for Littles and their mentors in community- and site-based mentoring programs (1-2 times per term, more if desired)
- Train volunteer Big Brothers and Sisters in effective ways to recognize their mentees’ successes and accomplishments.
- Support and assist in activities and events designed to recognize youth and volunteers
- Create flyers for program events and workshops
- Participate in training of volunteers if desired
- Attend weekly staff meetings
- Other duties as assigned

#### **Required Qualifications:**

- Flexible; self-motivated, works well independently
- Committed to the welfare of children
- Interested in working with a diverse population
- Creative, comfortable generating ideas
- Strong verbal and written communication skills
- Strong phone skills (experience talking to references a plus)
- Organized; able to multi-task
- Strong interest in volunteer recruitment
- Must have a car or regular access to a car and be able to transport self to program sites as needed (will be reimbursed for mileage)—not all sites are accessible by public transportation
- age 21 or older
- Office skills: can use the phone, copy machine, fax machine, computer
- Computer skills: MSOffice, Excel, Printshop, using Internet for research
- Dependable

- Comfortable in a small, busy office
- Comfortable asking for help and support
- Comfortable with public speaking
- Must be available weekdays (Mon-Thurs), 3-7 pm for site-based programs. Staff meetings are mandatory, 12-2 pm on Thursdays.

**Preferred Qualifications:**

- Experience with volunteer recruitment.
- Experience interacting with people by phone; taking references
- B.A. or equivalent degree preferable
- Strong interest in working “behind the scenes” with an agency that facilitates the direct provision of services to youth by a group of volunteer mentors. This position supports essential aspects of the work of Big Brothers Big Sisters. The member would not have extensive contact directly with the youth enrolled in the program, except at the site-based programs, where the youth are primarily spending one-on-one time with their mentors.

**Tentative Member Schedule:**

Must be available weekdays (Mon-Thurs), 3-7 pm for site-based programs. Staff meetings are mandatory, 12-2 pm on Thursdays. Otherwise, schedule can be flexible on different days of the week based on member’s needs. Typical staff hours are often 10-6 pm, M-F; the office is generally open 9-6 or 7 pm

## **The Brick House Community Resource Center—*position filled***

**Member Title/Position:** Youth Program Assistant

**Agency/Program Mission:** As one part of its purpose to foster positive community development, The Brick House has created a Youth Center whose purpose is to support the well-being and healthy development of area youth. The overall mission of The Brick House is to support individual, family and community well being through collaboration on economic development, youth development, leadership development and education.

**Member Objective:**

To support The Brick House, the Youth Programs Coordinator, and The Brick House participants by providing and supervising activities. Taking an active role in supporting participants by helping to develop and improve programming. To assist our participants in becoming well rounded, empowered community members.

**Duties and Responsibilities:**

- Provide outreach for fuller participation at the Teen Center
- Staff the Teen Center with the Youth Programs Coordinator
- Conduct surveys
- Facilitate dialog amongst participants regarding Teen Center programming ideas/changes/improvements
- Work on Montague Skate park Initiative with teens
- Develop and implement appropriate programming for teens with Community Members and Brick House staff
- Organize and staff open mics and concerts one to two times per month
- Recruit and support volunteers to assist with Teen Center programming
- Staff events held by The Brick House
- Assist with upkeep of Teen Center
- Supervise youth performing Community Service
- Recognize youth for accomplishments and positive community involvement.
- Other duties as assigned

**Required Qualifications:**

- Willingness to learn and work hard

- Technological and Computer literacy (hopefully including working with video, photography and music)
- Good written, verbal and non-verbal communication skills
- Good planning and organizational skills
- Willingness to cooperate with and have respect for the opinions of other staff, community members and participants
- Understands the importance of and is committed to building and sustaining healthy and appropriate relationships and boundaries with other staff, community members and participants
- Good people skills, especially with youth, and a commitment to working with youth

**Preferred Qualifications:**

- Experience in education
- Background in working with youth
- Reliable transportation
- Experience with meeting the particular needs of people who live in or have lived in poverty
- An understanding of the physiological and psychological attributes of the process of adolescence
- Musical skills

**Tentative Member Schedule:**

M-F 12-6 or 1-7, with some weekend and later evening hours probable.

## **Community Action Youth Programs**

**Member Title/Position:** Community Projects Coordinator

**Agency/Program Mission:**

Community Action of the Franklin, Hampshire, and North Quabbin Regions is dedicated to promoting economic justice and improving the quality of life for people with lower income. Youth Programs inspires young people to build community in partnership with guiding adults. We provide free youth development programs for young people ages 6-21 in the Hampshire, Franklin, and North Quabbin regions. Our specialties are leadership development, community service, employment readiness, and diversity support.

**Member Objective:**

The Member/Community Projects Coordinator will coordinate youth community service and youth recognition projects for ages 9-17. The Member will build connections with other organizations and coalitions in order to hold joint youth service and recognition activities.

**Duties and Responsibilities:**

- Develop short-term community service and community engagement projects to provide positive opportunities for youth ages 9-17, such as animal shelter work, garden planting, painting.
- Facilitate short-term groups of 6-10 youth each to plan, implement, and evaluate service projects.
- Coordinate both one-time and ongoing youth recognition opportunities jointly with other organizations and coalitions. Opportunities could include recognition dinners, a youth newsletter, youth awards, and related activities.
- Develop respectful and caring relationships with youth, serving as a role model.
- Transport youth to and from sites, including use of program van.
- Develop and maintain positive connections with community collaborators and volunteers.
- Complete required data, permission slips, participant intake, etc.
- Participate in weekly staff meetings and regular staff development opportunities.
- Assist with other Youth Programs groups, events, and projects as assigned.
- Other projects/duties as assigned.



**Required Qualifications:**

- Experience working with youth in a group setting.
- Ability to use effective and positive communication with adults and youth.
- Competence with MS Office software and Internet.
- Ability to work as part of a strong, collaborative team.
- Ability to work independently and to take leadership in planning and developing programming
- Valid driver's license, safe driver record, and reliable transportation.

**Preferred Qualifications:**

- Understanding of stages of youth development.
- Experience with youth from diverse backgrounds, especially those from families with lower incomes.
- Coordination of, or participation in, community service projects.
- Useful skills for community service such as painting, construction, etc. and a desire to learn.
- Bilingual/bi-cultural Spanish/English or Moldovan/English.
- CPR/First Aid certified.

**Tentative Member Schedule:**

35 hours: Monday, Thursday, 11-7; Tuesday, 10-6; Wednesday, 2-7, Fridays, 10-4

Some morning, evening, and weekend hours required.

Flexible schedule to accommodate Member's participation in required YouthServe meetings and events.

## **Community Action Youth Programs**

**Member Title/Position:** After-School Activity Coordinator

**Agency/Program Mission:**

Community Action of the Franklin, Hampshire, and North Quabbin Regions is dedicated to promoting economic justice and improving the quality of life for people with lower incomes. Youth Programs inspires young people to build community in partnership with caring adults. We provide free youth development programs for young people ages 6-21 in the Hampshire, Franklin, and North Quabbin Regions. Our specialties are leadership development, community service, employment readiness, and diversity support.

**Member Objective:**

The Member/After-School Activity Coordinator will coordinate volunteer-led after-school activities for youth ages 9-13 in Greenfield and Florence by recruiting and supervising adult and youth volunteers. The Member will guide volunteers to: a) share their hobbies and interests with youth; and b) co-plan with youth to try new activities in a safe, positive, structured environment.

**Duties and Responsibilities:**

- Recruit, facilitate, supervise, and evaluate adult and youth volunteers to: a) lead activities/workshops on various topics of interest; and b) help with positive group interaction.
- Recruit, orient, and maintain a pool of both one-time and ongoing volunteers.
- Assist with outreach efforts, targeting underserved communities for youth and volunteer participation in after-school activities.
- Facilitate youth leadership of activities and projects.
- Recognize youth for accomplishments and positive community involvement.
- Develop positive connections with parents/guardians of youth participants.
- Provide assistance with activity/project planning.
- Develop respectful and caring relationships with youth, serving as a role model.
- Develop and maintain positive connections with community collaborators.
- Complete required reports, permission slips, participant intake forms, etc.
- Participate in weekly staff meetings and regular staff development opportunities.
- Assist with other Youth Programs groups, events, and projects as assigned.
- Other projects/duties as assigned.

**Required Qualifications:**

- Experience working with youth in a group setting.
- Ability to use effective and positive communication, especially conflict resolution, with adults and youth.
- Competence with MS Office software and Internet.
- Ability to work as part of a strong, collaborative team.
- Ability to work independently and to take leadership in planning and developing programming
- Valid driver's license, safe driver record, and reliable transportation.

**Preferred Qualifications:**

- Understanding of stages of youth development.
- Experience leading group activities at after-school program/camp/similar program.
- Background in volunteering or working with volunteers.
- Skills or interest with music, theatre, team building, art, cooking, gardening, etc.
- Bilingual/bi-cultural Spanish/English or Moldovan/English.

**Tentative Member Schedule:**

35 hours/week: Monday, Thursday, 11-7; Tuesday, 10-6; Wednesday, 2-7, Fridays, 10-4

Some morning, evening, and weekend hours required.

Flexible schedule to accommodate Members' participation in required YouthServe meetings events.

## **Upward Bound—Northfield-Mount Hermon**

**Member Title/Position:** Assistant to Upward Bound Academic Advisor

**Program Mission:**

To provide the skills and motivation to first generation low income youth so that they can be successful in high school and college.

**Member Objective:**

To provide academic and social support to low income college bound high school youth.

**Duties and Responsibilities:**

Member will partner with a current advisor to do the following tasks:

- Assist students in finding and completing a community service placement in their communities.
- Assist advisor in coordinating parent and community volunteers to support the goals of the program.
- Provide tutoring for students who are struggling with academic subjects
- Assist with school sessions to cover subjects including: structured homework sessions, study skills, SAT preparation, MCAS preparation, college search, career exploration, scholarship search, exploring diversity issues, leadership development.
- Document manually and on database information related to services provided
- Assist in planning and implementing special events, trips, reunions, and college visits
- Transport students in school van or in member car (mileage will be reimbursed) from schools, to program events, college trips and community service activities.
- Assist with office projects such as mailings, copying, scheduling related to services
- Oversee pickup and coordination of our donated snacks
- Assist students with college applications, and financial aid applications
- Serve in our residential life program during our 7-week Summer Academy.

**Required Qualifications:**

- Experience working with young people, preferably as a tutor, teacher or counselor
- Commitment to increasing access to higher education for underrepresented young people
- Strength in several academic areas
- Excellent oral and written communication skills

- Computer skills or willingness to learn FileMaker Pro, Word, and email programs
- Driver's license, safe driving record, reliable transportation, 21 years old minimum.

**Preferred Qualifications:**

- College graduate preferred, we will consider students with some college

**Tentative Member Schedule:**

**September-May**

Mon: 10-12 Staff Meeting, 2-5 Tutor and assist in the after school program

Tue: 2-5pm Tutor and assist in the after-school program

Wed: 9am-1pm AmeriCorps meetings, 2-5pm Tutor and assist in the after-school program

Thu: 11am-12pm Office Projects, 2-5pm Tutor and assist in after-school program

Fri: 10am-4pm Team building, training, college trips, planning and projects.

Occasional weekend and evenings to assist with special events and trips

February and April vacations will include leading college trips and community service projects.

Lunch is provided at no cost whenever the member is on campus.

**Residential 7-Week Summer Academy—Mid-June to early August**

A schedule will be designed to best serve the students based on member's strengths and interests. It will include some evening hours and most likely residential life duties.

Housing and three meals a day are provided (Summer Academy only).

## **North Quabbin—DIAL/SELF -- 2 positions**

**Member Title/Position:** DIAL/SELF – North Quabbin Youth & Program Support

**Agency Mission:**

DIAL/SELF Youth & Community Services provides a broad range of services that foster youth empowerment by meeting basic needs, by creating opportunities for youth, and by advocating for youth interests in the communities we serve.

**Member Objective:**

To support and participate in a street outreach program, providing regular street and school outreach to local youth; to provide support to our school/evening drop in centers and psycho-educational groups for middle school and high school aged youth which provide safe social and learning environments for at risk teens; to shadow and assist in case coordination of youth in need.

**Duties/Responsibilities:**

- Support and staff afternoon drop in center for middle and high school aged youth. Includes coordination of activities, light snacks/light meal and community volunteers.
- Support and staff evening drop in center for at underserved teens. Includes teaching basic life skills, helping to prepare meals and engaging with an at-risk population.
- Regular participation in weekly outreach efforts to local middle and high schools. Includes scheduling outreach efforts, planning outreach activities and building connections with school officials and guidance counselors.
- Regular participation in street outreach in Spring/Summer/Fall and at specific indoor outreach sites in winter months. Includes approaching youth and community members about needs and offering appropriate referrals.
- Plan, and coordinate experiential learning opportunities/trips and coordinate psycho educational groups for rural at risk teen population offering exposure to varied cultural events and career exploration.
- As needed, assist case workers with ongoing case coordination of youth. Includes holding one-on-one meetings with youth ages 11-22 to discuss goal setting and future's planning.
- Facilitate collaboration with other youth serving agencies around youth focused programming.
- Respond to Information and Referral phone calls and visitors and provide support to youth and their families in the community.

- Recognize youth for their accomplishments and positive community involvement
- Initiate and create programming of your own!

**Required Qualifications:**

- Valid driver's license and access to insured vehicle
- Willingness to approach young people in an informal, outreach setting
- Ability to be flexible and multi-task
- Desire to work with young people
- Ability to work as a member of a team
- Basic computer skills, including email and Microsoft Office.
- Ability to learn and use database software
- Ability to maintain proper boundaries with youth.

**Preferred Qualifications:**

- 1-2 years experience working with youth or young adults
- Associate's or Bachelor's Degree in a related field
- Experience working on crisis hotlines, hotlines in general

**Tentative Member Schedule:**

All NQ AmeriCorps members will be scheduled for some evening hours; typically 2-3- evenings per week and includes some weekend events/trips. Flexibility around scheduling is certainly possible!

## **Resources Invested in Student Excellence (RISE) —*positions filled*** **Middle and High Schools in Franklin & Hampshire Counties and the North Quabbin**

**Member Title/Position:** RISE Resource Coordinator

### **Agency/Program Mission:**

RISE is a school-community partnership program that recruits community volunteers to increase the programming capacity of Middle and High Schools in Franklin and Hampshire Counties and the North Quabbin. RISE programs are available free of cost to all students. Recent RISE programs include: a woodshop program, a rock band, one-on-one tutoring, guest readers, a volunteer-staffed library, a dance group, a girls' group, and several anti-bullying groups.

### **Member Objective:**

To work with students, teachers, administrators, and parents to identify programming and service needs, and then to work with local business people, service agencies, colleges/universities, and volunteers to bring those services and programs to the school.

### **Duties and Responsibilities:**

- In returning schools: work closely with Program Director and the Principal to set priorities and implement programs building off of previous year's accomplishments. In new schools: work with Program Director and Principal to begin new program.
- Establish rapport with students and staff through daily service and interaction in the school
- Convene focus groups consisting of students, faculty, administrators, parents, community members, business people, etc. to determine programming needs on ongoing basis
- Identify, recruit, coordinate, and manage community resources, volunteers, service providers to bring programming and support into school
- Function as contact person for community members who want to volunteer at the school
- Collaborate with the existing school-based programs
- Attend Middle School / High School staff meetings as appropriate
- Recognize the achievements of students and the contributions of partners and volunteers
- (Optional) Create own direct-service group, to be run and offered as a part of RISE

### **Required Qualifications:**

- Excellent communication skills, especially: tact, diplomacy, active listening, de-escalation, positive reframing



- Self-motivation and ability to work with little direct supervision
- Enthusiasm for enhancing the educational experience of Middle and High School students
- Substantial youth work experience, either in schools or in after school programs
- Ability to make presentations and speak professionally in front of groups of teachers, students, parents, business leaders, service providers, and any other interested parties
- Ability to balance multiple priorities
- Ability to establish rapport with youth while maintaining professional boundaries
- Basic computer skills including email and word-processing.

**Preferred Qualifications:**

- Experience recruiting and managing volunteers
- Teaching experience and/or familiarity with school culture
- Bachelor's or Master's degree in education, adolescent development, or related field

**Tentative Member Schedule:**

Generally concurrent with the school week, M-F 9-5, occasional hours in early mornings or evenings as necessary. Somewhat flexible.

## **ServiceNet, Inc. Transition Age Youth Program—*position filled***

**Member Title/Position:** Youth Transition Facilitator

**Agency/Program Mission:**

ServiceNet, Inc. provides a wide range of services for people in the Pioneer Valley. Programs include acute mental health services; outpatient clinical and counseling services; adolescent support programs; an employee assistance program; early intervention for young children; home health care; rehabilitation and residential programs for those with mental health issues, mental retardation, or head injuries; and shelter and housing services for the homeless.

The mission of the Transition Age Youth (TAY) program is to inspire young adults, ages 18-25, challenged with a mental illness, to achieve the skills necessary to live independently and encourage them to recognize their full potential. Now in its third year, the program serves 4 young adults who live together in a town house in Northampton with a staff office on site. The program also provides intensive outreach services to 30 young adults living in a variety of settings in the community in and around Westfield, and in Hampshire and Franklin Counties. The program is based on a recovery oriented model, is strength based, and has a successful track record in supporting young adults in setting goals and accomplishing them during these transition years to adulthood. Through the DMH contract process this program might grow to providing service to up to 60 young adults on July 1, 2009.

**Member Objective:**

The Youth Serve AmeriCorps member will support and facilitate the mission of the Transition Age Youth program by finding or creating appropriate, appealing supports that address the unique strengths and needs of young people with emotional or behavioral difficulties. The member would work with the TAY staff to assist young adults either in the townhouse or living in the community in identifying their goals, successfully achieve their goals, and engaging them in activities and events that support their movement toward greater self-sufficiency.

**Duties and Responsibilities:**

- Assist the program in assessing the needs of the young adults through a mental health recovery, person-centered, strengths based model of care
- Teach the skills of goal setting, planning, resource identification, engagement and enactment that will assist the young person in moving to adulthood
- Assist young adults in the development of their own Mental Health Recovery Plans by identifying goals and finding and engaging resources to help them pursue their goals
- Organize and participate in one-on-one and small group recreational activities that enrich and support young adults in their own mental health recovery

- Assist with recruitment and retention of community volunteers to support the young adults
- Recognize young adults for accomplishments and positive community involvement
- Participate in data collection
- Encourage and support young adults in participating in the local Western MA Youth Council
- Encourage and support young adults in adopting a holistic approach to wellness which includes mind, body, spirit and community, by attending ServiceNet's Fit Together Wellness Center
- Nurture and work in partnership with parents and families as the young person meets the challenges presented during these transition years
- Participate in intern forums to discuss topics of interest to the group
- Plan and attend a weekly house meetings
- Attend weekly staff team meetings
- Assist in the development of a TAY program brochure
- Attend trainings pertinent to working with Transition Age Youth

#### **Required Qualifications:**

- Commitment to the mission of the TAY program and willingness to explore with young adults the challenge of their own mental health recovery
- Ability to work within a team structure by supporting good communication, a commitment to resolving conflicts that arise, and tackling the challenge of fostering client/consumer independence with the expectations required by the funder
- Ability to maintain appropriate professional boundaries in a field that is re-examining traditional boundaries within a mental health recovery model
- Enthusiastic, energetic, creative individual who is willing to bring their personal strengths and interests to the lives of young people as a mentor and role model
- Willingness to maintain a flexible schedule that would best meet the needs of the young adults
- Computer literacy
- Good written and verbal communication skills

**Preferred Qualifications:**

- Ability to relate to others, willingness to explore motivational strategies that foster independence and effective decision making
- Ability to be self-reflective and utilize supervision and colleague feedback to enhance the effectiveness of their work
- Ability to engage young people in examining the four Transition Domains: the three setting domains (Employment, Education, and Living Situation) and the one Community Life Functioning Domain (individual's personal-effectiveness and community-living skills and resources)
- Valid driver's license and an available vehicle

**Additional Consideration:**

ServiceNet supports the employment of individuals living with mental illness and engaged in the recovery process. Individuals in their own recovery with lived experience are encouraged to apply as a YouthServe member on this TAY team.

**Tentative Member Schedule:**

Flexible. This is a 24 hour group living and outreach program. A schedule would be developed that would best meet the needs of the young adults, the program and the Youth Serve member. Some evening and weekend hours would be desirable.

## **Step Program – DIAL/SELF**

**Member Title/Position:** Youth Activities and Services Assistant

**Agency/Program Mission:**

DIAL/SELF provides a broad range of services that foster youth empowerment by meeting basic needs, by creating opportunities for youth, and by advocating for youth interests in the communities we serve.

**Member Objective:**

To plan and facilitate volunteer service, enrichment, and recreational activities for program youth, and to support youth in achieving their independent living goals through supporting case management and aftercare services.

**Duties and Responsibilities:**

- Assist in the development, implementation, and coordination of volunteer service, enrichment, and recreational activities for Step Program youth.
- Establish and maintain connections with YouthServe sites, area schools, other youth service providers, local business manager, town governances, and local media to identify and coordinate opportunities for youth community participation, service, and enrichment.
- Assist staff in the development and implementation of participant life skills classes and other workshops, which may include bringing in presenters from the community
- Recruit and support volunteers to assist in program activities
- Design and host recognition activities for participant accomplishments
- Collaborate with the Step Team to provide individualized support to Step program participants to help them identify and achieve their independent living goals.
- Complete all required program paperwork and records in a timely manner.
- Assist in crisis intervention when necessary and appropriate
- Provide client transportation as needed
- Attend required trainings
- Create tracking materials and binders for activities and life skills classes
- Participate in program meetings including: Team, 11<sup>th</sup> Street case management group, House Meeting, Life Skills, individual supervision

**Required Qualifications:**

- Ability to be a self-starter and create programming and activities where there are none
- Ability to develop long lasting relationships with youth in a residential setting while maintaining appropriate professional boundaries.
- Basic computer skills (word processing, spreadsheet / database)
- Willingness to work some evening/weekend hours
- Valid driver's license and reliable, insured transportation
- Willingness to work constructively with a variety of social service and legal agencies
- Ability to handle flexibility
- Ability to tolerate conflict
- Excellent time management skills and multi-tasking abilities.

**Preferred Qualifications:**

- Enthusiasm, creativity, flexibility, initiative, and the desire to be part of a team dedicated to positive youth development.
- Experience with youth, aged 16-21.
- Experience with facilitation of meetings, and group process
- Ability to work in varied modalities - individual, group, education, recreation and other.
- Bachelor's degree preferred
- Ability to utilize supervision as a venue for self-reflection

**Tentative Member Schedule:**

Either Sunday through Thursday or Tuesday through Saturday. Some evening and weekend hours required. Ability to adjust to activities scheduled at varying times, preferred.

## **TeenLine—DIAL/SELF – 2 positions**

**Member Title/Position:** TeenLine Outreach and Drop In

**Agency / Program Mission:**

DIAL/SELF provides a broad range of services that foster youth empowerment by meeting basic needs, by creating opportunities for youth, and by advocating for youth interests in the communities we serve.

**Member Objective:**

To support and participate in a street outreach program, providing regular street and school outreach to local youth; to provide support to an evening drop in center and overnight warming center for older, homeless youth; to shadow and assist in case management of youth in need.

**Duties and Responsibilities:**

- Regular participation in weekly outreach efforts to local Middle and High Schools. Includes scheduling outreach efforts, planning outreach activities and building connections with school officials and guidance counselors.
- Regular participation in street outreach in Spring/Summer and at specific indoor outreach sites in winter months. Includes approaching youth and community members about needs and offering appropriate referrals.
- Support and staff evening drop in center for runaway and homeless youth ages 16-21. Includes teaching basic life skills, helping to prepare meals and engaging with an at-risk population.
- As needed, assist case managers with ongoing case management of youth. Includes holding one-on-one meetings with youth ages 11-21 to discuss goal setting and future's planning.
- Help coordinate multiple seasonal activities and events, such as Greenfield-On-Wheels Bicycle Program, Green Light Project (November), etc.
- Respond to Information and Referral phone calls and provide support to youth and their families in the community.
- Assist with recruitment of volunteers for TeenLine programs and initiatives
- Recognize youth for their accomplishments and positive community involvement
- Initiate and create programming of your own!
- Other tasks as assigned.

**Required Qualifications:**

- Valid driver's license and access to insured vehicle
- Willingness to approach young people in an informal, outreach setting
- Ability to be flexible and multi-task
- Desire to work with young people
- Knowledge of, or ability to learn, basic computer skills, including email and Microsoft Office
- Ability to learn and use database software
- Ability to maintain proper boundaries with youth

**Preferred Qualifications:**

- 1-2 years experience working with youth or young adults
- Associate's or Bachelor's Degree in a related field
- Experience working on crisis hotlines, hotlines in general
- Fluency in Spanish, Russian or Moldovan

**Tentative Member Schedule:**

All TeenLine AmeriCorps members will be scheduled evening hours; typically 2-3 evenings per week. Most schedules will run on either a Tuesday-Saturday schedule or a Sunday-Thursday schedule. Flexibility around scheduling is certainly possible!



## **United Arc—*position filled***

**Member Title/Position:** Youth Support Coordinator

**Agency/Program Mission:**

The mission of The United Arc is to “lead in forging a society that values, respects, includes and recognizes the contribution of community members with disabilities.” The United Arc provides support services and advocacy to individuals with developmental disabilities and their families living throughout Franklin and Hampshire Counties and surrounding communities. The AmeriCorps member would provide support services to youth and their families served by the Arc’s Family Support and Positive Parenting Programs.

**Member Objective:**

To provide opportunities for at-risk youth to gain skills, build social connections, reach meaningful goals and contribute back to their communities through service.

**Duties and Responsibilities:**

- Facilitate a regular schedule of activities for older teens with developmental disabilities, providing opportunities for learning, discussion and exploration of adult roles, social engagement and peer support, community activities and service. Collaborate with Arc Family Support staff so that youth activities are periodically scheduled to coincide with support groups and training workshops for parents.
- Identify and facilitate group service projects and volunteerism for older youth with developmental disabilities.
- Coordinate homework club and individual tutoring opportunities for youth whose parents have intellectual disabilities to ensure greater success in academic performance; drawing up support from Positive Parenting/Family Friends staff and community volunteers.
- Facilitate periodic community recreation opportunities for children/youth whose parents are involved with Positive Parenting services; coordinated with Positive Parenting/Family Friends staff and volunteers.
- Conduct outreach to recruit community volunteers for engagement with teens with developmental disabilities and families headed by parents with intellectual and learning developmental disabilities. Provide support to volunteers involved with the teen transition group and homework club.

- Conduct child or youth activities on an occasional basis during Positive Parenting groups.
- Provide recognition to youth participants for their accomplishments throughout the year.

### **Required Qualifications:**

- Ability to organize and carry out projects
- Ability to work both independently and in group settings
- Strong verbal and written communication skills; able to adapt to the ability and understanding level of individuals with verbal or written limitations
- Ability to use the computer for internet research, word processing, data management, email and other communication
- Ability to drive with good driving record (acceptable insurance record), independent transportation and acceptable CORI

### **Preferred Qualifications:**

- Previous experience or association with individuals with developmental disabilities
- Previous experience working with children and youth
- Demonstrated level of maturity with minimum two years or more work or school experience beyond high school

### **Tentative Member Schedule:**

The member's schedule would be flexible with concentration on afternoon and evening activities. Tentative schedule would be four days/week 12 – 5:00 PM; one day 12-10 with additional flex time of five hours to be scheduled for morning meetings or special events that could include occasional weekends. Schedule will accommodate all YouthServe meetings and special activities. Final schedule may be adjusted based on participant needs and actual schedule of weekly or special program activities.

## **Youth Action Coalition—*position filled***

**Member Title/Position:** YAC Programs Liaison

**Agency/Program Mission:**

Youth Action Coalition promotes youth empowerment through progressive arts and social action projects. We support youth voices and visions in our communities. We believe that by pairing intensive arts immersion with social justice education and action we help youth foster their natural talents as artists and build their strengths as community leaders and agents of change.

**Member Objectives:**

(1) To act as liaison to all YAC programs, building connections and collaborations, organizing YAC-wide events, advocating in the community, etc. (2) To work directly with our youth participants; designing/implementing a new project or event in line with YAC's mission. (3) To coordinate our volunteers/interns--particularly from the colleges--providing training, oversight and coordination within programs.

**Duties and Responsibilities:**

- Collaborate with YAC staff on joint projects that further our mission.
- Organize YAC-wide events, such as exhibits, concerts, workshops, study groups.
- Coordinate program documentation and evaluation.
- Assist staff with technical support, brainstorming ideas, project implementation.
- Recruit, train and mentor volunteers and interns.
- Assist in the planning and implementation of events and activities recognizing youth accomplishments
- Participate in YAC staff meetings, trainings and events. If time allows, also participate as non-voting member of YAC Board of Directors.
- Network with other youth and community organizations, schools, etc.
- Attend meetings of other regional youth development networks, i.e.: Hampshire Youth Workers Alliance/SPIFFY, Amherst Human Service Network, etc.

**Required Qualifications:**

- Understanding of and commitment to youth development and social justice education.
- Knowledge of and experience with visual arts, particularly photo, video, and related arts.

- Experience working with diverse youth communities.
- Excellent organizational skills, ability to multi-task.
- Excellent communication and organizational skills.
- Ability to work effectively and collaboratively with diverse staff, interns, participants and Board of Directors.
- Willingness to implement YAC's standards, curriculum and ideology.

**Preferred Qualifications:**

- Ability to supervise others
- Car

**Tentative Member Schedule:**

Our program schedule runs mid-September through early-June. The weeks prior to start-up are set aside for training and planning, recruiting youth and volunteers. At programs' end we debrief and evaluate programs, write up reports, and begin preliminary planning for the following year. Each YAC program meets 2 afternoons/week after school. Planning, staff and intern meetings, coordinating events and other duties will take place during the workday. Program events usually take place in the evenings or on weekends.