

Big Brothers Big Sisters of Franklin County

Member Title/Position: Case Management / Volunteer Recruitment Assistant

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 (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 program 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

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.

Big Brothers Big Sisters of Hampshire County— *position filled*

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.
- 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, 10:30 am-12:30 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. Member contact with youth would occur primarily at site-based mentoring programs, where member would play a supporting role as Bigs and Littles spend time with each other.

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

Member Title/Position: Youth Program Assistant

Agency/Program Mission:

The 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. Carrying this message to reach area youth is very important. In order to foster positive community participation, The Brick House has created a Teen Center with purpose of supporting their well-being and healthy development.

Member Objective:

- To support The Brick House, the Youth Programs Coordinator, and The Brick House participants by providing and supervising activities
- To take an active role in supporting participants by helping to develop and improve programming
- To assist our participants in becoming well-rounded, responsible, and 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 dialogue among participants regarding Teen Center programming ideas/changes/improvements
- 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
- Staff events held by The Brick House
- Assist with upkeep of Teen Center
- Supervise youth performing community service and other volunteers
- Other duties as assigned

Required Qualifications:

- Willingness to learn and work hard
- Technological and computer literacy (preferably 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 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,T, Th, F: 10-6, W: 3-6, with some weekend and later evening hours.

Community Action Youth Programs

Member Title/Position: Community Projects and Events 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 9-21 in the Hampshire, Franklin, and North Quabbin regions. Our specialties are leadership development, experiential education, community service, employment readiness, and diversity support.

Member Objective:

The Member/Community Projects and Events Coordinator will coordinate community service projects and events and recognition opportunities for youth ages 9-21. 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 projects to provide positive opportunities for youth ages 9-21, such as hosting a community meal, garden planting, or mural painting.
- Facilitate short-term groups of 4-10 youth each to develop, plan, implement, and evaluate service projects, using a positive youth development approach to facilitate youth leadership.
- Collaborate with area organizations to facilitate involvement of Youth Programs participants in events, projects, or service opportunities sponsored by other organizations.
- 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.
- Organize one-time events engaging youth and community members, supporting youth in leadership roles.
- Develop respectful and caring relationships with youth, serving as a role model.
- Work with area schools, youth groups, and community leaders to recruit youth participants.
- Transport youth to and from sites, including use of program van.
- Develop and maintain positive connections with community collaborators.
- Complete required data, permission slips, participant intake, etc.

- Participate in weekly staff meetings and regular staff development opportunities.
- Complete outreach, publicity, or other Youth Programs projects as assigned.
- Assist with other Youth Programs groups and events 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.
- Ability to engage young people with a positive youth development approach.
- Ability to represent CAYP to collaborators, parents, and the public in a professional manner.
- 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.
- Working knowledge of Service Learning or Experiential Learning Model.
- Bilingual/bi-cultural Spanish/English or Moldovan/English.
- CPR/First Aid certified.

Tentative Member Schedule:

35 hours: Monday through Friday, including 2-4 early evenings per week.

Some morning, late 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 income. Youth Programs inspires young people to build community in partnership with guiding adults. We provide free youth development programs for young people ages 9-21 in the Hampshire, Franklin, and North Quabbin regions. Our specialties are leadership development, community service and engagement, employment readiness, and diversity support.

Member Objective:

The Member/After-School Activity Coordinator will coordinate after-school activities for youth ages 9-13 in Greenfield and Northampton that focus on experiential education, fitness, and career and interest building. The member will recruit and supervise adult and youth volunteers and arrange trips to area venues highlighting new skills, careers, outdoor activities, and interests. 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:

- Plan activities, projects, and trips that focus on experiential education, fitness, outdoor activities, career and interest building, utilizing youth input and volunteer skills and resources.
- Recruit, supervise, and evaluate adult and youth volunteers to: a) lead activities/workshops on various topics of interest, both on and off site; and b) help with positive group interaction.
- Work with area schools, youth groups, and community leaders to recruit youth participants.
- Assist with outreach efforts, targeting underserved communities for youth and volunteer participation in after-school activities.
- Facilitate youth leadership of activities and projects, using a youth development approach.
- Develop positive connections with parents/guardians of youth participants.
- Provide volunteers with assistance planning activities/projects.
- Develop respectful and caring relationships with youth, serving as a role model.
- Develop and maintain positive connections with community collaborators.
- Transport youth to and from sites, including use of program van.
- Complete required reports, permission slips, participant intake forms, etc.

- Participate in weekly staff meetings and regular staff development opportunities.
- Organize outreach, publicity, or other Youth Programs projects as assigned.
- Assist with other Youth Programs groups and events 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.
- Ability to engage young people with a positive youth development approach.
- Ability to represent CAYP to collaborators, parents, and the public in a professional manner.
- 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.
- CPR/First Aid certified
- Bilingual/bi-cultural Spanish/English or Moldovan/English.

Tentative Member Schedule:

35 hours/week: Monday through Friday, including 3-4 early evenings per week.

Some morning, late evening, and weekend hours required.

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

Upward Bound—Northfield-Mount Hermon— *position filled*

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 administrative projects such as mailings, newsletters, preparing curriculum, copying, communications, and 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.

Tentative Member Schedule:

Sept-May

Monday --10-12 staff meeting, 2-5 Tutor and assist in the after school program

Tuesday--2-5 Tutor and assist in the after school program

Wednesday--9-12 AmeriCorps meetings, 2-5 Tutor and assist in the after school program

Thursday--11-2 Office projects, 2-5 Tutor and assist in the after school program

Friday--10-4 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 our member is on campus.

Residential 7 week Summer Academy (Mid June to first week of 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 during this period.

North Quabbin—DIAL/SELF

Member Title/Position: North Quabbin Outreach, Drop-in and Center Services (2 positions)

Agency/Program 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, school, and event-based outreach to local youth; to provide support to our school/evening drop-in centers and focus groups for middle school and high school-aged youth which provide a safe social and learning environment for at-risk teens; to shadow and assist in case coordination of youth in need.

Duties and 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 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 and event-based 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 focus 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 provide support to youth and their families in the community.

- Complete ongoing tracking of levels of engagement with youth and support provided.
- Initiate and create programming of your own!

Required Qualifications:

- Valid driver's license and access to insured vehicle
- Basic computer skills (word-processing, spreadsheet/database, email, internet searches)
- Solid writing skills especially around documentation of work with youth
- Willingness to approach young people in an informal, outreach setting
- Ability to be flexible and multi-task while staying organized
- Desire to work with young people

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 work 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)

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 and coordinates programs and projects 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: one-on-one tutoring, guest readers, a volunteer-staffed library, a school newspaper, Japanese Culture clubs, dance performances, college and career exploration trips, and a Student Advisory Board that provides a student liaison to the School Committee.

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 RISE Coordinator and the Principal to set priorities and implement programs building off of previous year's accomplishments. In new schools: work with RISE Coordinator 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, community service agencies, 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 existing school-based programs, providing support and volunteers as needed.
- Attend school staff meetings, community meetings, volunteer fairs, etc, 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, word-processing, and spreadsheets

Preferred Qualifications:

- Experience recruiting and managing volunteers
- Experience with professional networking and marketing
- 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 8:30-4:30. Occasional hours in early mornings, evenings, or weekends as necessary. Somewhat flexible.

ServiceNet, Inc.--Transition Age Youth Services— *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, substance abuse services, employment programs, 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) services is to inspire young adults, ages 18-25, challenged with a mental illness, to achieve the skills necessary to live independently, encourage them to recognize their full potential and put together meaningful lives for themselves. Now in its fourth year, one of the programs serves 4 young adults who live together in a townhouse in Northampton with 24 hour staffing. Another program also provides intensive outreach services to 54 young adults living in a variety of settings in the community 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 (Department of Mental Health) contract process this program has grown from supporting 24 young adults to providing service for 60 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 to identify and successfully achieve their goals. The member will engage young adults in activities and events that support their movement toward greater self-sufficiency and recovery from mental illness.

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
- 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 and ongoing engagement with community resources to include volunteer service
- 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 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
- Participate in the annual Community Coalition for Teens Conference

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 service
- 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 as negotiated with the Program Director of the TAY program that in which the YouthServe member is assigned to serve. There is a 24-hour group living program, an 8-hour staff-supported home and outreach programs in two counties. 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: Coordinator of Activities and Services

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 service-learning, 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 service-learning, enrichment, and recreational activities for Step Program youth, as well as volunteer service.
- 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, coordinate these programs and community meetings.
- Shop every other week at the Food Bank, or as needed, with support from youth, in order to create food boxes for participants and engage youth in preparing Step Supper weekly.
- 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.
- Provide some aftercare support and assist in case management.
- 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, 11th Street case management group, House Meeting, Life Skills, individual supervision, agency trainings.

Required Qualifications:

- Ability to be a self-starter and create programming and activities where there are none
- Ability to hold consistent boundaries while developing long lasting relationships with youth in a residential setting.
- Basic computer skills (word processing, spreadsheet / database, email)
- Willingness to be scheduled for 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 maintain appropriate professional boundaries
- 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:

Tuesday through Saturday. Some evening and weekend hours required. Ability to adjust to activities scheduled at varying times preferred.

TeenLine—DIAL/SELF

Member Title/Position: TeenLine Outreach and Drop-In (2 positions)

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, event-based, and school outreach to local youth; to provide support to an afternoon and 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 and event-based outreach in Fall/Spring/Summer and at specific indoor outreach sites in winter months. Includes approaching youth and community members about needs and offering appropriate referrals.
- Support afternoon and evening drop in centers for runaway and homeless youth ages 16-20. 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 11-20 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), events for National Safe Place week (March), etc.
- Respond to Information and Referral phone calls and provide support to youth and their families in the community.
- 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
- Ability to maintain professional boundaries
- Desire to work with young people
- Basic computer skills (word-processing, spreadsheet / database, email)

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 for some evening hours; typically 2-3 evenings per week. Most schedules will run on either Tuesday-Saturday or Sunday-Thursday. Flexibility around scheduling is certainly possible!

The United Arc of Franklin & Hampshire Counties

Member Title/Position: Youth Services 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 coordinate and carry out support services/activities for children/youth and their families served by the Arc’s Family Support and Positive Parenting Programs. Program staff can provide guidance in planning activities and examples of successful programming that has occurred during 2009-2010.

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 *Friends in Common*, a peer social group for older teens and young adults with developmental disabilities. Plan and coordinate weekly schedule of community-based social/recreational activities. Collaborate with Family Support staff so that youth activities are periodically scheduled to coincide with support groups and training workshops for parents. (Program Note: Events should draw upon interests of participants and include periodic joint programming with other youth serving organizations. Activities should offer opportunities for participants to expand personal networks, explore new activities, learn new skills and engage in community service.)
- Identify and facilitate group service projects and volunteerism for older youth with developmental disabilities affiliated with *Friends in Common* and older youth involved with Positive Parenting programs.
- Coordinate homework help sessions and individual tutoring opportunities for youth whose parents have intellectual disabilities to ensure greater success in academic performance, enlist support from community volunteers.
- Coordinate special learning opportunities, such as drivers permit preparation classes or cooking classes for older youth/young parents.

- Facilitate weekly schedule of age appropriate in-home activities and community recreation excursions for children/youth whose parents are involved with the Positive Parenting. Coordinate with Positive Parenting/Family Friends staff, volunteers and parents. (Program Note: Activities may include all-family events as well as separate activities or excursions for the different age groups in the program).
- Conduct outreach to identify/recruit new volunteers and provide support to volunteers involved with *Friends in Common* and Positive Parenting youth activities.
- Provide support with logistics and conduct child activities during parent education groups.
- Assist with logistics and other support needs, for periodic special events such as picnics, holiday parties, and other seasonal celebrations for children and families served by the Family Support or Positive Parenting Programs.
- Provide recognition to youth participants for their accomplishments throughout the year.

Required Qualifications:

- Enthusiasm, creativity and positive energy!
- Ability to organize and carry out projects, including arranging all logistics for events
- 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; able to develop clear written materials including flyers and brochures about scheduled events
- 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) with independent transportation; driving and transport of program participants is a required part of this position
- 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 two days/week 9 – 5:00 PM; one day 12-7:00 PM, one day 2-9:00 PM with additional flex time of five hours to be scheduled for morning meetings or weekend events. Final schedule may be adjusted based on participant needs and schedule of weekly or special program activities. Schedule may vary slightly week-to-week based on plan of activities.

Youth Action Coalition

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.

YAC's core program, ARTS-FOR-CHANGE (AfC), is a series of distinct arts, media and social justice education projects comprised of Get Up Get Down, GirlsEyeView and Video Vanguard, offered free of charge to youth ages 12 -18 in the western Massachusetts communities of Amherst and Ware.

Member Objectives:

(1) To act as liaison to all YAC programs: work directly with youth, build connections and collaborations across YAC programs, and organize YAC-wide events. (2) To manage YAC outreach efforts: recruitment, public relations, social media and community networking. (3) To coordinate our volunteers/interns: providing training, oversight and coordination within programs.

Duties and Responsibilities:

- Assist staff with recruitment, technical support, brainstorming ideas, project implementation.
- Attend programs. Facilitate communication among cross-program staff and Director.
- Participate in YAC staff meetings, trainings and events. Attend all meetings of YAC Board of Directors.
- Organize YAC-wide events, such as exhibits, workshops, teambuilding activities, etc. Include a youth recognition component to these events.
- Manage YAC public relations: coordinate social networking presence; maintain blog, write press releases, etc.
- Network with and attend meetings of regional youth development networks, i.e.: SPIFFY Youth Development Work Group, Amherst Human Service Network, etc.
- Recruit, train and mentor volunteers and interns, i.e.: attend college recruitment fairs and lead workshops/trainings for interns.
- If time allows, design and implement a new project in line with YAC's mission and goals.

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 oral and written communication skills.
- Proficiency in Word, Excel, PowerPoint and related software.
- 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
- Proficiency in Filemaker, Photoshop, Pagemaker, Final Cut Pro
- Car

Tentative Member Schedule:

Planning, staff meetings, coordinating events and other duties will take place during the workday. AfC programs take place Mon-Thur after school and evening hours. Program events usually take place in the evenings and/or on weekends. Office hours flexible, preferred Mon, Tues, Thurs.

Our AfC program schedule runs late-September through May, plus modified summer program schedule. Each program meets 2 afternoons/week. 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. Summer programs run June-July.