



United Way Association  
of South Carolina

## **AmeriCorps Member Experience Leader**

**Service Site:** South Carolina First Steps

**Service Site Address:** 1300 Sumter Street, Columbia SC

**Site Supervisor/Title:** AmeriCorps Coordinator

**Service Position Type:** Reduced Full Time (1200 hours)

**Term of Service:** October 1, 2020 to June 30, 2021

**Average Weekly Service Hours:** 35 hours per week; flexible schedule as determined by AmeriCorps Member, however, must be available between 7:30 a.m. and 5:00 p.m.

**Number of Available Service Opportunities:** 1

### **AmeriCorps Member Position Overview**

The Member Experience Leader is responsible for developing the culture and supporting the overall experience of the AmeriCorps team. Member Experience Leader activities include, but not be limited to: helping to train fellow AmeriCorps Members; providing guidance and support to Members, including reflection exercises, answering questions about Member service and documentation requirements, advice for transitioning out of AmeriCorps, etc.; arranging Member development activities; building a sense of esprit de corps and general team cohesion among Members; leading monthly to bi-monthly meetings of Members; leading and facilitating team service projects; working with the community to develop partnerships, including community volunteers, that will support the Members' projects; and communicating with program staff, site supervisors, and other Members to ensure the execution of a quality program that is consistent with the AmeriCorps provisions.

### **Minimum Qualifications**

#### **Ability to:**

- Adhere to schedule and specific timetables.
- Use good organizational skills and the ability to be task-oriented.
- Effectively communicate in both oral and written forms.
- Use excellent interpersonal skills, including intangible qualities (e.g., friendliness, openness, non-judgmental attitude, enthusiasm, etc.).
- Be physically capable of performing all job duties.
- Serve as a role model (positive attitude, professional dress, demeanor and behavior).
- Complete paperwork and reports.

#### **Special Requirements:**

- Must have reliable transportation, possess a valid South Carolina Driver's License, and have current insurance if using a personal vehicle for company work.
- A resident of Columbia, SC or surrounding area(s).

#### **Education and other qualifications:**

- Be at least 21 years of age or older.

- Have a high school diploma or its equivalent.
- Be a citizen, national, or lawful permanent resident alien of the United States.
- Satisfy the National Service Criminal History Check eligibility criteria pursuant to 45 CFR 2540.202.
- Satisfy the South Carolina Department of Social Services Central Registry of Child Abuse and Neglect registry.

**Preferred qualifications:**

- Prior experience as an AmeriCorps Member, with the completion of a successful service term.

**Essential Functions**

- Motivate and coordinate a team of AmeriCorps Members in a structured program of service, education, and training; develop a positive team morale; foster teamwork;; promote the safety of members, including the proper use of equipment; model a good service ethic and serve alongside Members in support of the AmeriCorps Coordinator.
- Plan daily and weekly team schedules that will result in the execution of project objectives and activities. Coordinate service-learning projects, locally or remotely.
- Assist and support Member development through regular assessment and goal setting. Ensure the development of good service habits on site as well as career and interpersonal skills off site.
- Assist and support Members in the development of leadership skills. Identify and nurture leadership opportunities at the service project site and otherwise.
- Coordinate project logistics with relevant program staff and AmeriCorps Members; participate in AmeriCorps and relevant SCFS meetings; and serve as programmatic and administrative liaison between Members and staff.
- Support Members in identifying new creative ways to engage direct and indirect service into virtual services.
- Conduct regularly scheduled team meetings designed to unify team members by building consensus, negotiating, , and providing structured feedback.
- Facilitate, encourage, support, and model service-learning integration. Conduct or coordinate training such as skill building workshops, safe work practices, team-building exercises, mini-courses, and physical conditioning.
- Assist with the collection of Member reports through the provision of reminders.
- Respond to Member questions as required in connection to program operations, including but not limited to locating training documents, service monitoring and evaluation tools, and other Member responsibilities outlined in the Member Handbook.
- Promote SCFS AmeriCorps Program in local communities and to the media.
- Participate in September 11th Day of Remembrance and/or Martin Luther King Jr. Day of Service events, which may take place on the weekend or during holidays and include activities outside of the scope of typical day-to-day functions.

**Additional Responsibilities**

Although not essential position functions, the Member Experience Leader may be responsible for the following as needed:

- Participate in outside service activities approved by the AmeriCorps Coordinator.
- Participate in AmeriCorps program recruitment activities.
- Assist in planning of service day activities.

## Physical, Emotional, and Intellectual Demands

To perform the services successfully, the AmeriCorps Member should demonstrate the following competencies to perform the essential functions of this position:

- **Flexibility/Resilience:** The ability to adjust to and thrive in a complex and changing environment; handles setbacks and failures with professionalism and candor; effectively and appropriately responds in the face of adversity or conflict.
- **Ability to Work Independently:** The ability to be a self-starter and accomplish tasks independently and without constant direct supervision.
- **Ability to Multi-Task:** The ability to handle multiple tasks and assignments; prioritizes more critical functions while maintaining a good handle on others; reports in a timely manner any barriers to task completion and allows ample opportunities for a supervisor to adjust deadlines.
- **Results-Oriented Thinking and Behavior:** A genuine concern for effectiveness. Possesses the desire to get the service done with excellence; mentally, is focused on getting the best results for actions taken; does not settle for mediocrity.
- **Awareness and Sensitivity to the External Environment:** Situational awareness; is aware of the organizations that they represent, including the United Way Association of SC, AmeriCorps SC, CNCS, and the Host Site's position in the community and the effect of their words and actions on that position; demonstrates savvy in dealing with agencies, volunteers and donors; is promoting and affirming in conversations about and on behalf of those organizations.
- **Sedentary Work:** Member is required to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally, and all other sedentary criteria are met.
- **Physical Activities:**
  - Manual Dexterity: Picking, pinching, typing or otherwise serving, primarily with fingers rather than with the whole hand or arm as in handling.
  - Communicating: Expressing or exchanging ideas. Activities must convey detailed or important spoken instructions to others accurately, loudly, or quickly.
  - Listening: Ability to receive detailed information through appropriate communication.
- **Visual Acuity:** Member is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or expansive reading.
- **Service Conditions:** Member is subject to both inside and outside environmental conditions. **Must be able to accept some exposure to communicable diseases (i.e. childcare setting). Must be able to work in an environment that may be moderate to loud (i.e. childcare setting).**

## Benefits

- The living allowance for this position is \$751.52 distributed on a bi-monthly basis and may not exceed \$14,279 for the term of service.

- This position is eligible for an Education Award up to \$4,336.50. Please visit <https://www.nationalservice.gov/Programs/amicorps/segal-amicorps-education-award> for additional information on the education award.
- Professional Development and Childcare Network Connections
- Health Insurance – reimbursement up to \$250 for Member plan only
- Mileage reimbursement at the current federal rate

## **Organizational Overview**

Created by the SC General Assembly in 1999, South Carolina First Steps to School Readiness is the state's comprehensive early childhood education agency and a 501(c)3 nonprofit organization. SC First Steps (SCFS) takes a holistic approach to accomplishing our mission of preparing all kids for success in school, work and life, offering services that improve children's health, strengthen families, expand access to quality child care, increase participation in four-year-old kindergarten (4K) programs and help transition rising kindergartners into school. Through a network of 46 affiliates, called "Local Partnerships", SCFS reaches children 0-5 and their families in every county of the state. With funding from the state, annually, SCFS provides over 2200 four-year-olds with access to Pre-K 4 across 64 school districts (FS4K).

SCFS is a public private partnership with the ability to leverage state, federal and private funds to accomplish our statewide mission. In addition to developing, funding and supporting programs and initiatives statewide, South Carolina First Steps also operates as a connector and convener serving as the Early Childhood Advisory Council (ECAC) for the state of South Carolina. South Carolina's ECAC is a collaborative body representing the state's early childhood system. Established in state statute, the ECAC includes the directors of state agencies, elected officials, state-level early childhood leaders, members of the business and medical communities, parents and early childhood educators.

The work of First Steps includes integrating government and private systems to ensure all children begin school ready for success.

**This Program is available to all, without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information, and military service. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.**

*Updated August 2020*