



# AmeriCorps Project Conserve 2020 Service Description



## Service Description

**AmeriCorps Position Title:** COVID-19 Volunteer Engagement and Referral Specialist  
**Host Site:** United Way of Asheville and Buncombe County

**Supervisor Name:** Erika Goffin, Amanda Bauman  
**Supervisor Title:** Volunteer Engagement Manager, NC 2-1-1 Asheville Center - Director  
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### **Host Site Mission Statement:**

**VISION** A strong, caring community where residents are educated, financially stable and healthy.

**MISSION** Unite People. Improve Lives. Strengthen Community.

**FOCUS** Reducing the impact of poverty on students, their families and communities.

**VALUES** Collective Action, Community Focus, Compassion, Innovation, Integrity, Responsiveness and Results

### **Summary of Position:**

The COVID-19 pandemic represents an unprecedented challenge - for our community and for people everywhere - in ways that we are only now beginning to understand. United Way of Asheville and Buncombe County (United Way) is committed to being there at every stage of this crisis as it unfolds. United Way's long history, expertise and diverse network of relationships across the community position us well to respond to this crisis in critically important ways. This AmeriCorps position will be at the center of the COVID-19 response supporting two of our department's efforts, spending about half the time with Hands On Asheville-Buncombe and half the time with NC 2-1-1.

We are focusing the work of our volunteer center, Hands On Asheville-Buncombe, as a dynamic inventory of volunteer opportunities that address COVID-19 relief efforts. The AmeriCorps member will support volunteer operations, recruitment, management and data/tracking support.

NC 2-1-1 is a community resource help line that is a valuable source of information and referrals for individuals and families experiencing hardship as a result of school and business closures due to COVID-19, in addition to our regular call center services. The AmeriCorps member will be supporting individuals who call into 2-1-1 access resources within Western North Carolina. They will also help with some infrastructure and logistical support within 2-1-1.

## **Qualifications – Knowledge, Skills, and Abilities:**

- Human service experience/exposure
- Willingness to learn
- Comfortable with new technology
- Creative problem-solving
- Strong writing and communication skills
- Strong interpersonal communication
- Good organization and planning skills

## **Additional Qualifications**

- Previous phone experience a plus
- Bilingual a plus
- Eligible applicants must be at least 18 years of age, be a citizen, national, or lawful permanent resident alien of the United States, and consent to a criminal history check.

## **Preferred Service Hours / Weekly Schedule:**

- Flexible hours: While much of the Hands On work takes place during typical business hours (8:30-5), there is an opportunity for more flexible hours for someone who may need that as our 2-1-1 call center is a 24/7 center.
- The position will likely begin as remote (virtual) with a possibility of in-person later in the summer. The exact timing for this will depend on the state and county guidance.

***PLEASE NOTE: In addition to fulfilling host site service responsibilities, all Project Conserve members are required to fully participate in team trainings and events (1 – 2 times per month)***

## **Position Responsibilities and Duties:**

### **Hands On**

- Volunteer Operations
  - Help to maintain Hands On website with COVID-19 positions
  - Work closely with other AmeriCorps members to follow-up with agency partners and get opportunities posted, assess volunteer activity, etc.
  - Follow up with volunteers to get feedback and track hours
  - Daily data entry and support
- Volunteer Recruitment
  - Support the marketing department with information about which volunteer opportunities to promote
  - Help craft recruitment emails and other promotional materials
- Volunteer Management
  - Help with onsite operations of community engagement markets at Erwin Middle, Enka Middle and Isaac Dickson Elementary
- In-Kind Support
  - Support the data management and matching process of donors with community partner in-kind requests in support of service activities
- Identify and cultivate stories as it relates to volunteering and community needs around COVID-19 (this could include blog posts, photography, etc)

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- Call Support
  - Answer calls from community members seeking resources and provide referrals to appropriate locations

- Logistics Support
  - Coordinate the scheduling of NC 2-1-1 call center staff
- Resource Database
  - Help to collect and update resources that are available throughout the community
- Identify and cultivate stories as it relates to 2-1-1 and community needs around COVID-19 (this could include blog posts, photography, etc.)

## **ESSENTIAL FUNCTIONS**

**Equipment / Software Used:** Individual will need to have access to high-speed internet and have a confidential place to work. We can provide laptop if necessary. All of the software used is cloud based and the individual will be trained to work with these platforms.

**Physical Demands:** Must be able to work comfortably sitting at a computer

**Transportation Needs:** Willingness to travel (via personal vehicle, public transportation or other method) to get to volunteer sites for the community engagement markets

**Setting/Location of Service Activities:** The position will likely begin as remote (virtual) with a possibility of in-person later in the summer. The exact timing for this will depend on the state and county guidance.

**Other Considerations:**