



CEDAM's AmeriCorps State Program Member Position Description



Position Title: Healthy Homes Housing Specialist	Host Site: CLEARCorps Detroit
Position Type: Full time 1,700 hours = 36-40 hours per week	Site Supervisor: Diane McCloskey
Dates of Service: September 12, 2022 – August 25, 2023,	Stipend: \$20,000

CEDAM's AmeriCorps Information: CEDAM's AmeriCorps program connects local and statewide agencies to meet neighbors' critical needs. Members create community, build capacity, and serve neighbors across Michigan. Our AmeriCorps program advances equity for Michiganders in two key ways 1. Cultivating the next generation of leaders in the community economic development field and 2. Supporting economic inclusion for Michiganders.

Organizational Information:

The mission of CLEARCorps Detroit is to reduce the impact of environmental hazards on the health and safety of children with a specific focus on reducing the impact of lead poisoning. This work is done in collaboration with community partners to ensure improved health, housing, and financial stability and opportunity for children and families. We use a person-centered home-focused approach to coordinate health and housing services. To learn more visit: <http://clearcorpsdetroit.org/>

Role and Responsibilities:

- Be the first point of contact for low-income families seeking applications for energy efficiency and healthy home repairs that will make their homes healthier and more energy efficient thereby improving the health of family members and increased financial stability with more affordable utility bills and an improved quality of life through phone, email, fax, and in person interviews.
- Connect residents receiving CLEARCorps services to additional community services to provide holistic wrap-around support.
- Connect residents ineligible for CLEARCorps services to external services.
- Provide guidance and instruction to residents in completing applications and submitting the required documents. This includes contacting residents for missing and incomplete information, or other errors.
- Maintain a tracking system for applications and send receipt and status updates of application (received, accepted, declined, wait list) to residents
- Generate and manage a method to follow up with clients and after application is closed to collect and analyze satisfaction feedback.
- In coordination with staff, identify and attend community events to promote CLEARCorps services.
- Assistance to emergency clients - families who are currently without hot water or heat in the home who may be in danger of losing custody of their children or who are senior citizens with health issues.
- Participate in CEDAM AmeriCorps monthly meetings, trainings, events, data collection, reporting and additional items as needed.

Preferred Qualifications:

- General knowledge of office or customer service environments.
- Willingness and interest in working with a diverse population while modeling patience, kindness, flexibility, respect and maintaining privacy to those we're assisting in the community.

- Experience, knowledge, or interest to learn about healthy housing, energy efficiency assistance programs, and housing repair resource for low-moderate income families.
- Ability to utilize person-centered thinking and active listening skills to assess the needs, situation, strengths, and barriers of individuals and families seeking assistance and will provide appropriate resources and/or referrals in-person, by phone or electronically.
- Attention to detail required to assist individuals with the completion of program applications.
- Customer service focus and patience to follow-up with individuals to assess outcomes and provide additional resources, when necessary.
- Proficiency in another language a plus.

Minimum Qualifications:

- Be at least 17 years of age. Minors must have guardian permission. Applicants must have HS diploma, GED or working toward the completion of one.
- U.S. citizen, U.S. national or lawful permanent resident of the U.S.
- Pass the following National Service Criminal History Checks (: State of Michigan background check, State of residency (if not Michigan), FBI Fingerprinting, and State & National Sex Offender Registry
- Excellent written and oral communication skills.
- Basic computer skills, competency in Microsoft suite (primarily Word and Excel) and the ability to learn new software.

Compensation:

Members will receive a living allowance of \$20,000 distributed in even increments, bi-weekly between September 12, 2022 – August 25, 2023.

Members will receive student loan forbearance for qualified loans, health care package, childcare assistance upon eligibility, and continual professional development.

Upon successful completion of service an education award in the amount of \$6,495 will be issued.

Members will serve 1,700 hours for the term = 36-40 hours/week.

CEDAM's AmeriCorps Program is an equal opportunity employer.

Reasonable accommodations will be made for interview/service as needed.

All interested candidates must be available to spend 40 hours in training the week of September 12.

All interested candidates should apply on CEDAM's website by 5:00 p.m. on June 27: bit.ly/serveamericorps