



## **Service Announcement: Income Support and Financial Navigator LISC AmeriCorps Member at CLUES**

The Local Initiatives Support Corporation (LISC) is dedicated to helping community residents transform distressed neighborhoods into healthy and sustainable communities of choice and opportunity — good places to work, do business and raise children. LISC combines corporate, government and philanthropic resources to help community-based organizations revitalize underserved neighborhoods. Since 1980, LISC has invested more than \$9.7 billion that has leveraged an additional \$31.3 billion to build or rehabilitate 271,000 affordable homes and develop 40 million square feet of retail, community and educational space nationwide in efforts to Build Sustainable Communities. This strategy extends to the LISC AmeriCorps program where we support placing AmeriCorps Members with local non-profit partners to assist in local efforts to revitalize underserved neighborhoods across America creating vibrant places for people to live, work, and play. LISC's AmeriCorps program seeks to attract talented individuals to serve for one year to help build organizational capacity and is committed to providing opportunities for people to serve where they live. [www.lisc.org](http://www.lisc.org)

CLUES' mission is to enhance the quality of life of Latinos in Minnesota. CLUES will provide high quality, language appropriate and culturally competent direct services through a family-centric coordinated care delivery model to advance the well-being, health, and economic prosperity of Latino individuals and families.

CLUES Economic Advancement Services incorporates the employment and education departments, financial empowerment program, homeownership services, and the Learning Together program, under one holistic system of service delivery. This approach develops economic vitality and strives to create and sustain wealth in low-income and underserved Latino and new immigrant neighborhoods and communities. Our innovative efforts are designed to produce both short and long-term answers to the challenging economic times. [www.clues.org](http://www.clues.org)

### **AmeriCorps Member Activities**

The member at CLUES will serve as an Income Support and Financial Navigator. The member serving in this capacity will be responsible for:

- Promote the mission, operating values and agency services of CLUES within the community
- Work with clients 1 on 1 to identify barriers to financial stability and develop clear, goal-oriented Work Plans that address these challenges
- Conduct and coordinate financial empowerment workshops (e.g., budgeting, credit, basics of banking, asset building, homeownership)
- Monitor, evaluate and record workshops and program effectiveness
- Maintain on going contact with all clients
- Document all client activity within 48 hours of contact in appropriate database and maintain all case files in accordance with contracts
- Closely monitor client work plans and case status in accordance with contracts

- Maintain open communication with supervisors and solicit feedback when necessary
- Coach participants and allow them to realize and acknowledge barriers to self-sufficiency
- Evaluate participant's overall situation and make appropriate referrals to services that will remove barriers
- Develop strategic plans and timelines that will assist participants with meeting realistic goals and objectives toward self-sufficiency and document appropriately
- Provide step by step guidance accessing income supports and public benefits
- Provide resources needed for personal, educational, financial and employment enhancement
- Create an atmosphere of trust and accountability
- Create and maintain a daily electronic history of coaching sessions and outcomes in Efforts To Outcomes data base
- Provide 3, 6 and 12 months follow up services
- Stay abreast of national and local initiatives and/or training regarding family economic success
- Any other duties assigned by the Economic Advancement Coordinator

### **Minimum Qualifications**

- ◆ High school degree, GED certificate or agree to achieve GED within the year
- ◆ Minimum of 17 years of age, US citizen or permanent resident status
- ◆ Desire and ability to work with a diverse group of people
- ◆ Ability to work independently and in a team environment
- ◆ Computer skills
- ◆ Good written and oral communication skills
- ◆ Ability to work a flexible schedule (some night and weekends may be required)

### **Preferred Qualifications**

- ◆ Bilingual Spanish/English
- ◆ Strong relation with other community providers, and highly knowledgeable in community resources
- ◆ Strong computer background and knowledge of software applications including Microsoft Word, Excel, Outlook and Internet
- ◆ Must be organized, ability to work under pressure and stress, have attention to detail and the ability to multi-task in a fast-paced environment
- ◆ Must be able to work in a coaching environment, be flexible and adaptable, and be innovative enough to create various levels of objectives and expectations for participants to meet
- ◆ Experience in providing social services and/or coaching
- ◆ Experience updating, managing and querying client tracking databases
- ◆ Ability to work effectively managing multiple tasks and participants in a stress-related environment
- ◆ Excellent organizational, project management, interpersonal and communication skills
- ◆ Desire to see outcome driven processes result in family stability
- ◆ Knowledge of financial programs, such as homeownership, taxes preferred

### **Member Benefits**

Full time members are required to serve for a minimum of 1,700 hours and a full year at CLUES. Members will attend a national orientation the week of October 24-28 and monthly meetings and trainings hosted by the Twin Cities LISC office. CLUES will also make additional training opportunities available. Members will earn a stipend of \$18,000 and are eligible to participate in the AmeriCorps health insurance program and may apply for childcare benefits. Upon successful completion of the service year, members will be eligible for a \$5,350 education award to pay off existing student loans or return to school.

**Deadline for Application is: August 5, 2011**

**To apply, please email a cover letter and resume to Janayah Bagurusi at [jbagurusi@lisc.org](mailto:jbagurusi@lisc.org) or mail to:**

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*LISC & CLUES promote equal opportunity in selecting AmeriCorps members. We are committed to diversity and inclusion in the selection process.*