

# Employment Navigator – Job Placement Center

## AmeriCorps Overview

AmeriCorps engages more than 75,000 Americans in intensive service each year at nonprofits, schools, public agencies, and community and faith-based groups across the country. Since the program's founding in 1994, more than 1,000,000 AmeriCorps members have contributed more than 1 billion hours in service across America while tackling pressing problems and mobilizing millions of volunteers for the organizations they serve.

Members additionally get to be involved in service with other members throughout the state and nationwide. By serving others through AmeriCorps, they gain important life skills including leadership, guidance, compassion, sympathy and empathy. These skills enable the Members to grow themselves and broaden their views of the needs of society and how service impacts the lives of others.

## The Ministry of Caring Overview

The Ministry of Caring provides a network of services in the Wilmington, DE area. Our motto, "The poor should never be treated poorly," holds true each and every day as the Ministry works to eradicate homelessness and poverty and help those most in need rise to self-sufficiency. The Ministry of Caring does not discriminate on the basis of race, color, religious creed, ancestry, union membership, age, sex, sexual orientation, national origin, disability, or political affiliation.

## Job Placement Center

The Job Placement Center (JPC) works with clients to develop life skills for job searching, employment, job retention, and advancement, with the goal of obtaining long-term employment. To enable these individuals to find and sustain employment, child care, wardrobe, and transportation assistance are available. JPC works with employers in the community to locate job opportunities, and follows up regularly with the employer and employee/client to ensure stability and increase job retention. *Please note, Member will have episodic interaction with vulnerable populations due to our client base.*

## Employment Navigator

- Assist clients with job searches on a one-on-one basis.
- Work directly with clients to address specific needs or concerns, with attention to making each interaction a learning opportunity.
- Assist clients with effective use of technology and basic technology skills, such as typing, use of word processing software and internet usage.
- Identify trends of clients' technological barriers during the job-search process and prepare tools to assist clients in learning to utilize computers and other technology during and after the job-search.

- Produce curricula (for example, computer how-to guides) to address the variety of needs our clients have as well as their varying levels of technological literacy.
- Assist with the daily operation of the Job Placement Center:
  - Schedule clients' appointments with job counselors and keep JPC calendar up to date.
  - Answer phone and door.
  - Ensure clients follow JPC rules and monitor clients' computer use.
  - Refer clients to other Ministry of Caring programs and services as necessary.
  - Prepare client files for job counselors; keep up-to-date (including job search logs, new contact info, etc.)
- The Member's impact will be measured in clients served and resources provided. Their effectiveness will be determined by observation of a client's growth in job search skills.

**Supervisor:** Job Placement Center Program Director  
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