

Client Support Coach, Samaritan Outreach

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.

In addition, members are involved with not only their placement organization, but with other members throughout the state and nationwide. By serving others through AmeriCorps, members achieve skills such as leadership, guidance, compassion, sympathy and empathy, along with other life skills in order to educate and broaden their views of the needs of society and how service impacts the lives of others in a positive way.

The Ministry of Caring Overview

The Ministry of Caring provides a network of social, health and support services in the greater Wilmington area. Our motto, "The poor should never be treated poorly," holds true each and every day as we work to eradicate homelessness and poverty and help those most in need rise above the darkness and into the light of freedom and self-sufficiency. A high school diploma or equivalent is required to serve with the AmeriCorps program. The Ministry of Caring does not discriminate against a member on the basis of race, color, religious creed, ancestry, union membership, age, sex, sexual orientation, national origin, disability, or political affiliation.

Distribution Center / Samaritan Outreach

Samaritan Outreach offers outreach to sheltered and unsheltered individuals. Individuals come from the streets, parks, riverfronts, abandoned buildings, bus and train stations, and temporary shelters or emergency hotel accommodations. Case managers assess each client's needs and arrange for immediate assistance as well as make referrals for additional services.

Samaritan Outreach helps clients access housing, food, basic hygiene services, clothing, treatment for substance abuse and/or mental illness, employment counseling, training in life skills, child care, dental and medical services, rental assistance, veterans' services, and immigration services. *Please note, Member will have episodic interaction with vulnerable populations due to our client base.*

Samaritan Outreach/Distribution Center AmeriCorps Position

The Samaritan Outreach/Distribution Center AmeriCorps position will help clients address the root causes of their homelessness by providing the following services:

- Assist clients with their immediate and/or long-term needs such as providing them with clean clothes and hygiene items (so they are able to take a shower) and assisting and/or directing them to case managers for assistance in finding housing, employment, etc.
- Receive training from the program staff in order to learn how to uncover a client's needs and utilize resources and other tools in an effort to offer assistance to these individuals and their needs.
- Be the first form of access to clients as they enter, providing them with resources and educating them about opportunities for support.
- Maintain record of client's experience within and without Samaritan Outreach to ensure consistent and appropriate services are provided.
- Work with other staff to provide clients with support necessary to take steps towards self-sufficiency.
- The member's service will enhance the ability of Samaritan Outreach to provide for each client's specific needs so they may work towards self-sufficiency. The member's impact can be measured in services provided (one-on-one, workshops, tools) and clients' successful integration into the workforce, holding skills necessary to prevent a return to homelessness.
- Maintain the clothing closet within Samaritan Outreach/Distribution Center, including receiving clothing donations, processing them, and maintaining appropriate inventory of items available for clients to take.
- Receive other donations, including of furniture and other household items, and assist in their redistribution to clients.
- Maintain organization and appearance of Distribution Center and Samaritan Outreach.
- Present a professional, appropriate demeanor at all times, especially when interacting with clients, donors, and potential donors.
- Supervise volunteers and direct them in appropriate tasks, in conjunction with the Samaritan Outreach Program Director.
- Note that member must be able to lift items of up to 20 lbs regularly and up to 50 lbs occasionally.

Supervisor: Samaritan Outreach Program Director
Site Address: 1410 North Claymont Street
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