

Rapid Re-Housing Assistant

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.

Rapid Re-Housing Program

The Ministry of Caring's Rapid Re-Housing program assists persons experiencing homelessness in finding affordable housing. The program provides rental subsidies and utility assistance for clients, as well as case management and workshops to help clients improve skills and become self-sufficient. The program may make referrals to supportive services programs as well, if necessary. *Please note, Member will have episodic interaction with vulnerable populations due to our client base.*

Assistant Position

The Rapid Re-Housing Assistant will help clients address the root causes of their homelessness by providing the following services:

- 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 to ensure consistent and appropriate services are provided, including tracking intake date, referral dates, and overall client outcomes. Work

with program staff to provide clients with support necessary to take steps towards self-sufficiency.

- Coach clients on an on-going basis to provide consistent, reliable skills training and reinforcement; utilize coaching skills that are responsive to a client's individual needs as a teaching tool to lead to self-sufficiency.
- Answer phones, send and receive faxes, and schedule and confirm client appointments.
- Promote AmeriCorps and Ministry of Caring image in a positive manner
- Create and copy documents to assist with office organization and write letters.
- Maintain office supply inventory.
- Assist clients with intake application and review documents with clients to determine eligibility.
- Contact Delaware Helpline and Delmarva Power to inquire about client EFSP eligibility and to provide notification of committing to assistance.
- Assist with establishing a good rapport with local landlords for Rapid Re-Housing.
- Provide assistance to clients with immediate needs, including clean clothing and hygiene items, and provide referrals to appropriate housing and employment agencies.
- The member will receive intensive 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.
- The member's service will enhance the ability of the Rapid Re-Housing Program 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.

Site Supervisor:

Rapid Re-Housing Program Director

Program Address: 1100 Lancaster Avenue, Wilmington, DE 19805