

JVC NORTHWEST POSITION DESCRIPTION 2024-25

Position title: Service Engagement Liaison	
Partner agency name: Catholic Community Services of the Willamette Valley	Program name: Queen of Angels Monastery (QAM Programs)
<p>Brief position description: The Service Engagement Liaison will play a pivotal role in empowering families and individuals within Catholic Community Services (CCS) Child Youth and Family Services operations to achieve their aspirations in housing, employment, healthy living, family reunification, education, and establishing safe social connections. Through comprehensive service navigation support, the Liaison will play a key role in the journey of families and individuals toward stability and self-sufficiency. This position primarily serves those accessing services at the Queen of Angels Monastery (QAM) in Mount Angel, Oregon. The QAM programs include the Saint Joseph Family Shelter Transitional Living Community (SJFS TLC), Father Taaffe Homes (FTH) and Pregnancy Support Services, and the Mission Benedict (MB) Food Pantry, Clothing and Household Goods Closet, Resource Center, and Community Garden. By providing compassionate and effective support, the Service Engagement Liaison will be instrumental in fostering positive transformations and enhancing the quality of life for those in need.</p>	

Service Focus & Impact

Type of Service: Case Coordination/Client Support

Service Impact Area: AmeriCorps Capacity Building

Primary Service Area Focus: Family Services/Abuse Prevention

Additional Service Area Focus: Food and Hunger, Family Services/Abuse Prevention, Health/Health Education, Homelessness/Housing Services

Populations Served in this role: Children and Families, Currently or formerly incarcerated, Immigrants and Refugees, Indigenous Communities, Individuals with physical or intellectual disabilities, Latinx communities, Survivors of DVSA, Teens/At-Risk/Opportunity Youth, LGBTQIA2S+ communities, Seniors/Elders, Individuals experiencing housing instability and/or houselessness, Individuals with mental illness, Other

Address(es) where service will be performed: 840 S Main St, Mount Angel, OR 97362

Daily Commute: Personal vehicle and transportation by JV is preferred. Flex JV application. We anticipate the volunteers will be local community members with less than a 20-30 minute commute.

Service Schedule:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
No Service	No Service	8:30 am to 5:00 pm	8:30 am to 5:00 pm	8:30 am to 5:00 pm	8:30 am to 5:00 pm	8:30 am to 5:00 pm

Position Duties & Tasks

A Day in the Life of the JV/AmeriCorps Member: A typical day for our Jesuit Volunteer (JV) or AmeriCorps member begins with a check-in meeting with the site-supervisor or other staff, where they review the day's schedule and discuss priorities. They might start by assisting in the Mission Benedict Food and Clothing Pantry, where they greet patrons, assist MB volunteers with food distribution, and ensure the pantry shelves are stocked and organized. This hands-on engagement allows them to interact directly with community members in need of food assistance, providing a welcoming atmosphere and addressing immediate needs.

In the afternoon, our JV/AmeriCorps member might transition to supporting the Saint Joseph Shelter Transitional Living Community (SJFS TLC) or Father Taaffe Homes (FTH) and Pregnancy Support Services. Here, they will collaborate with the Community Health Worker and other community partners to facilitate workshops or activities for residents. Their role

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 Service Engagement Liaison

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includes maintaining records of client interactions and program participation to track progress and measure outcomes effectively.

Throughout the day, our JV/AmeriCorps volunteers have the opportunity to support and engage in community outreach efforts, promoting upcoming events like a health screening event or tabling at a community resource fair. They will collaborate with local organizations and businesses to process donations for the pantry and clothing closet, strengthening community partnerships.

Connection and communication with their supervisor and other site staff are integral parts of their day. They will spend dedicated time each week meeting one-on-one to discuss challenges, receive guidance on opportunities, and reflect on their experiences. These connections ensure the JV/Americorp members have the support and resources needed to thrive in their role and contribute meaningfully to our organization's mission.

Overall, our JV/AmeriCorps member's day is dynamic and varied, filled with opportunities to make a tangible difference in the lives of families and individuals and strengthen our community through compassionate service and proactive engagement.

Essential Tasks.	<i>the tasks or duties that are fundamental and critical to the performance of this position</i>	
	20%	Contribute to the planning, implementation, and evaluation of program activities and initiatives. For example, organizing and facilitating activities and classes that support the goals and objectives of the program.
	15%	Assist clients with daily living skills and provide mentorship. For example, assisting participants to create shopping lists that support their budgeting goals. Assisting participants with meal planning and identifying healthy, low-cost options with their budget.
	20%	Organize and supervise activities for children at SJFS and FTH. Provide childcare assistance to allow parents to attend classes, job interviews, or other appointments in support of their service plan objectives and goals.
	20%	Assist with parenting education, health and wellness activities, and support the personal and professional development of participants through structured activities and mentorship.
	20%	Greet participants and ensure that the resource center is welcoming, accessible, organized, and stocked with relevant and current information for clients. Support special distribution events, such as the Community Garden, back-to-school and holiday food box program.
<i>Other essential responsibilities: complete and submit in a timely manner all JVC Northwest/AmeriCorps required reports and time sheets; participate in JVC Northwest/AmeriCorps sponsored orientation, service days, and retreats; and otherwise comply with the JVC Northwest Covenant, Drug and Alcohol Policy, and Member Contract.</i>		
Marginal Tasks - <i>activities seldom or intermittently performed; The position doesn't exist to perform these tasks & their removal wouldn't fundamentally alter the nature, purpose, or result of the essential tasks.</i>		
	5%	Assist with data entry and reporting requirements. Participate in case reviews and team meetings to discuss client needs and progress

Position Requirements, Certifications & Trainings

Education	Required Education: High School Diploma	
Language Skills (other than English)	Spanish Language Requirement: No requirement other than English Spanish Language Preference: N/A Additional Preferred Languages: N/A	
Driver's License and Vehicle	Driver's License Required: Yes State of Issue Requirement: Oregon Nature of Driving (frequency, distance, etc.): It is our preference that JVs will transport themselves to the program location for service. Vehicle Requirement: It is our preference that JVs will transport themselves to the program location for service.	
Additional Certifications	First Aid/AED/CPR: No Mandatory Reporter: Yes	Other Certifications:

REQUIRED experience, qualities, or specialized training: High School Diploma or equivalent and possesses the interpersonal skills necessary to work effectively in a diverse family stability program.

PREFERRED (not required) experience, qualities, or specialized training: 1. Experience volunteering or working with at-risk populations. 2. Experience in a team-oriented environment and willingness to support colleagues. 3. Bilingual (English/Spanish) is a plus 5. Valid Oregon driver's license (or the ability to obtain a valid Oregon driver's license within 30 days of endorsement with a driving record that permits coverage under the agency's corporate auto liability policy. ** Note: Per State Contract, if candidate indicates they are in recovery (reached sobriety), they must have a minimum of two years sobriety. **

Specific physical and mental performing elements: These are the physical demands of the position: Occasionally is defined as 0 – 1/3 of an 8-hour day; Frequently is defined as 1/3 – 2/3 of an 8-hour day; Continuously is defined as 2/3 – 3/3 of an 8-hour day. 1. Standing – Frequently; 2. Lifting and/or Carrying – Occasionally, while carrying supplies. May occasionally lift and/or carry from 5 – 20 lbs.; 3. Climbing/Balancing – Occasionally, while climbing stairs 4. Stooping/Bending/Crouching – Frequently, while picking up items off the floor. 5. Kneeling – Occasionally, while getting into lower cabinets & drawers. 6. Reaching/Stretching – Frequently, while retrieving items off shelves &/or out of boxes. 7. Twisting – Occasionally, while retrieving or placing items on shelves. 8. Seeing – Continuously 9. Driving – Occasionally, running errands and attending meetings. 10. Talking & Hearing – Continuously 11. Environmental Conditions – Some tasks will be performed indoors in a heated & well-lit homelike facility. Some tasks will be performed in a small warehouse facility (Mission Benedict Food & Clothing Pantry). Some tasks will be performed outdoors in the community garden.

Equipment use: CCS laptop computer and desk phone.

Special conditions of service and frequency (if any): N/A

Dress code/attire (Note: All JVs serving in AmeriCorps placements are expected to wear the AmeriCorps logo daily, on a pin, T-shirt, or jacket. JVs will be given these items at Orientation.): Closed toe shoes are suggested.

Programs participating in the JVC Northwest AmeriCorps Program will not discriminate in the selection and participation of AmeriCorps members based on race, color, religion, sexual orientation, military discharge, sex, national origin, age, disability, or any other characteristic unrelated to the ability to perform the essential functions or basic tenets of programs participating in JVC Northwest AmeriCorps, or any bona fide occupational qualifications.