



Commonwealth Corps Service Position Description



Economic Development Council of Western Mass (EDC) Springfield Works! Working Cities Challenge **Commonwealth Corps Community Outreach Support Specialists**

The mission of the Commonwealth Corps is to engage Massachusetts residents of all ages and backgrounds in service to strengthen communities, address unmet community needs, and increase volunteerism.

Commonwealth Corps members with the Economic Development Council of Western Mass will serve 10.5 months in a full-time capacity. What they have in common is a desire to put their talents and ideas to use in the service of their communities and the Commonwealth.

The Economic Development Council of Western Mass is seeking two community and service minded individuals to help revolutionize workforce development and training in the City of Springfield as part of the Springfield Works! Federal Reserve Bank of Boston Working Cities Challenge initiative. The Commonwealth Corps Community Outreach Support Specialists will expand outreach, participate in creating a public committee, build partnerships, and recruit mentors.

Responsibilities:

Essential

- Complete a minimum of 1,500 hours of service, serving through June 30, 2018.
- Attend all required Commonwealth Corps trainings and service events held by MSA (minimum of 6 total, post orientation) and EDC, including a new member orientation on August 15 & 16, 2017
- Participate in a minimum of 1 hour of MSA-related activities each week (in person or virtually)
- Attend Springfield Works!, Hap Housing, and Federal Reserve Bank of Boston training activities
- Assist in targeted outreach to community residents and leaders, marketing, research, service delivery and communications support activities
- Participate in creating a public committee(s) with engaged low-income residents and leadership across the city
- Assist with outreach and support with key stakeholders through the web portal development process
- Provide outreach services to recruit mentors for residents during the pre/post employment phase of the residents' career development
- Conduct research and updates to the Workforce Resource Map
- Assist in creating the Springfield Works! outcomes database
- Track and document implementation work plan progress as relevant to this service position

Qualifications:

Required

- Massachusetts residency and legal authorization to work in the United States
- 18 years of age or older
- Experience with or interest in volunteerism and community engagement
- Ability to balance service commitment with other family/work/school/community commitments in a sustainable way
- Outreach, recruitment or customer service experience
- Strong oral and written communications skills with an ability to present information in multiple formats and digital platforms

- Strong organizational skills
- Willingness to serve with and to a diverse network of people from various backgrounds.
- Familiarity with Microsoft Office programs
- Familiarity with the greater Springfield region
- Must have a car or access to a car for use in frequent off-site travel to locations. Mileage reimbursement will be provided.

Preferred

- Customer service experience or training
- Fluency in Spanish
- Knowledge of website and platform technology

Member Benefits:

- **Stipend** of \$541.66 every other week while in service, up to \$13,000 minus taxes and withholdings;
- **Health insurance (full-time members only)**, individual coverage only);
- **Completion award** of up to \$2,500 upon successful completion of service, minus taxes and withholdings;
- **Training and other professional development** opportunities;
- **Limited reimbursement for travel** to Corps-wide MSA-sponsored activities;
- **Limited travel reimbursement from their host site** for certain service-related travel away from their usual service location, according to that agency's policies;
- The **opportunity for at least 10 days of planned absences** (may include holidays); and
- **Opportunity to join with others with a common sense of purpose** as part of the Commonwealth Corps.

Please note that receipt of these stipends/benefits may impact an individual's eligibility for certain public benefits.

Term of Service:

- **Position Start Date:** August 15, 2017
- **Position End Date:** June 30, 2018
- Service commitment will average 38-40 hours per week during the following days/times: Monday – Friday, 9am-5pm, plus approximately 3-5 weekday evenings per month with advance notice. Evening meetings are expected to conclude by 8:00 pm.

Application Instructions:

- To apply, submit a cover letter and resume by [deadline by May 20, 2017 with encouragement to apply ASAP] to [Anne Kandilis, Economic Development Council of Western Mass, 1441 Main Street, Springfield, MA 01103 or a.kandilis@westernmassedc.com]

Accepted members will be required to undergo a criminal offender and sexual offender background check.

Economic Development Council of Western Mass will recruit and select persons in all positions to ensure a diverse and inclusive climate without regard to race, religion, sex, sexual orientation, age, veteran status, color, political affiliation, creed, national origin, marital status, or any other status as protected by federal, state, and local laws. Economic Development Council of Western Mass welcomes applications from individuals with disabilities and will make reasonable accommodations for interviews and for service upon request.