

IPHA AmeriCorps Member Position Description

Position Focus: The mission of Independence Center is to enhance the quality of life, to promote independent functioning and to facilitate personal growth for adults with a history of mental illness. This role will seek to support all departments in an administrative, clinical, developmental and programming capacity.

Host Site Information: Independence Center, 2025 Washington St, Waukegan, IL 60085 icwaukegan.org

Position Location: Independence Center, 2025 Washington St, Waukegan, IL 60085

Benefits:

- A Living Allowance of \$10,092
- An Educational Award of \$4,336.50 upon completion
- Health Insurance, if needed
- Professional Development & Career Experience

Primary Responsibilities:

The intent of Independence Center is to provide you with an immersive experience to comprise all of our support departments including Administrative, Psychosocial Rehabilitation, Adult Outpatient Services, Vocational, Housing and Transportation. The majority of tasks will focus on administrative support, but duties will include various other opportunities including case management support, social rehabilitation programming, and vocational correspondence and housing assistance.

All Staff Duties

- Provides for maintenance of confidentiality of member records and communications.
- Participates in the fundraising activities of the center as outlined by the Executive Director.
- A professional demeanor and strong communication skills are essential. This includes verbal, written, telephone, email, text, social media and other means of communication. Demonstrates appropriate professionalism, positive attitude and dependability, displays initiative and enthusiasm, uses tact and sensitivity in communicating effectively and respectfully with members, other staff, and other agencies. The individual is expected to learn, understand and practice Independence Center protocols, policies, language, and skills.
- This position requires the ability to work autonomously as well as part of a team. The individual must be intrinsically motivated, flexible to shifts in priorities and adaptive to changing work requirements. This includes arriving to work on time, following leave request protocols and adhering to established work schedule.
- Ability to function in a computer oriented office, including working knowledge of relevant software. Is expected to maintain and improve job skills through training, education, seminars and other activities designed to promote best practices as they pertain to job duties. Participates effectually in all required trainings, team meetings and in-services.
- Prioritizes assignments, makes decisions utilizing good judgement; meets productivity expectations and goals for this job.
- Establish and maintain a productive working relationship with supervisor. Receive supervision on a regular basis. Discuss goals and programming needs. Seeks help and information in problem resolution when needed.
- Document, in Center's timeframes, assessments, treatment plans, safety and discharge plans, authorizations, progress notes, reports, incident reports, service interventions for services rendered and all other documentation required for the position.
- Maintain confidentiality of member records and communications.
- Attend internal and external training as required by Independence Center
- Ability to perform the skills required for this job.
- Other duties as needed

Administrative/Development Duties

- Assist in tasks including but not limited to database entry and update, donor phone calls and letters, event coordination support, donation solicitation, thank you and follow-up communication, social media support, new member outreach and other duties specific to events and fundraisers
- Participate on the quality assurance team. The purpose will be to ensure quality record keeping. This will be accomplished by monitoring and making recommendations for needed changes on documentation kept in members' records as outlined by OMH DHS and all other funding sources.
- Assist in facilitating the orientation process. This includes introductions of new and prospective members, explanation of the Center's philosophy and tours.
- Assist in maintaining and managing a service schedule that is documented in the computer based information management program scheduler.
- Assist in maintaining database and reports for tracking of utilization and denial of service.
- Assist in maintaining an active waiting list as appropriate for each housing site, and selection of new tenants as openings occur. Assist members with housing needs (e.g. transitioning in and out of apartment program, developing skills necessary to live independently).
- Assist with processing Insurance Billing
- Assist with special projects and miscellaneous duties as needed.

Case Management Duties

- Assist in maintaining database and reports for tracking of utilization and denial of service.
- Participate in some direct service to program members including treatment planning, skills training, crisis intervention as needed, community integration and coordination with rehabilitation staff. Documents, in a timely fashion, progress notes, reports, and service interventions for services rendered.
- Support the advocacy and intervention process with collateral sources, agencies, bureaucracies, facilities, and families on member's behalf.

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- Provide support for various social rehabilitation activities including clubhouse meetings, helping in the kitchen, group support and internal/external communication on behalf of the Clubhouse

Vocational

- Assist with preparation and possible attendance to job fairs and other hiring events or networking events as appropriate
- Investigate potential vocational partnerships among new and established business relationships

Housing

- Assist in maintaining an active waiting list as appropriate for each housing site, and selection of new tenants as openings occur.
- Assist members with housing needs (e.g. transitioning in and out of apartment program, developing skills necessary to live independently).
- Serve a total of 1,200 hours over an 9-month period.
- Complete and submit all necessary IPHA AmeriCorps paperwork and reports by pre-determined deadlines.
- Attend all IPHA AmeriCorps trainings including orientation and team trainings.
- Complete all IPHA AmeriCorps required National Days of Service projects.
- Some local and out of town travel required.

Other Duties

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

IPHA AmeriCorps Position Requirements:

- 18 years of age or older by term of service start date.
- U.S. Citizen, U.S. National or lawful permanent resident.
- Possession of a high school diploma or equivalent, or commit to earning one prior to receiving an education award.
- Complete Federal and State criminal background check and Sex Offender Registry check (all provided and coordinated by IPHA AmeriCorps Program)
- Valid Driver’s License and proof of insurance; or valid State ID
- Regular and reliable attendance.
- Ability to commit to the full term of service.

Host Site Preferred Qualifications:

- Degree in health science or other clinical field, or 2 years of experience equivalent

Training Requirements:

- All staff are required to attend required in-service training designated by Independence center as mandatory (compulsory) for the position held or to provide evidence of subsequently completed training, or recent equivalent training at a level appropriate to the post held. Merit eligibility is contingent upon completing prior fiscal year’s training.

Physical Demands:

- There are considerable physical demands associated with this position. The individual faces a significant amount of emotional stress which can cause related physical stress on muscles as well as other physical symptoms such as headaches and fatigue. In the case of telecommuting, the incumbent may be required to carry and lift such items or belongings as office equipment and supplies.

Lifting	Occasionally	Kneeling	Occasionally
Climbing	Rarely	Driving	Occasionally
Carrying	Occasionally	Reaching	Rarely
Pushing	Rarely	Grasping	Rarely
Bending	Occasionally	Fine Hand/Eye Coordination	Frequently
Squatting	Occasionally	Typing	Continuously

Work Environment: In-Doors 75% - Out Doors 25%

Transportation Information:

- Position location is accessible by public transportation.
- Personal vehicle is recommended to get to position location.
- Host Site organization vehicle is available for service activities. Member is covered by organization’s vehicle insurance policy.