

AMERICORPS MEMBER POSITION DESCRIPTION



COMMUNITY RESOURCE NAVIGATOR

Member Name: TBD
Program Name: Iowa Community Corps
Host Site: The Salvation Army
Service Location: Ames, IA

Start Date: 9/25/2026
End Date: 6/17/2027
Member Term: Three Quarter Time
Living Allowance amt: \$16,000

Position Summary

The Iowa Community Corps AmeriCorps program is a statewide effort to strengthen communities through increased access to resources to support health and wellbeing. AmeriCorps members serve directly with local organizations to expand their ability to reach and support the people they serve, while gaining professional training to launch or grow a career in community health.

The Salvation Army of Story County Service Center provides essential assistance to residents through food and hygiene pantries, homeless prevention services, emergency disaster support, vehicle repair assistance, and case management. The Community Resource Navigator will help expand these efforts by connecting individuals and families to health-supporting resources, strengthening volunteer capacity, and supporting targeted youth mental health initiatives in collaboration with the Ames Community School District. As a Youth Mental Health Corps (YMHC) position, the member will help address social determinants of health that affect youth and families while building experience in behavioral health and community resource navigation.

Schedule: Member will serve approximately 35 hours per week, between 8am-4:30pm, Monday thru Friday.

AmeriCorps Member Activities

Training and Onboarding

- Complete required training, including Safe From Harm, confidentiality/HIPAA compliance, Charity Tracker and CSN systems, and an overview of Service Center programs, services, eligibility criteria, and reporting processes.
- Complete additional onboarding within the first month, including Golden volunteer management training, Pathway of Hope training, trauma-informed care, strengths-based practices, navigating hidden biases, food service basics, Food Bank of Iowa orientation, Mental Health First Aid, bloodborne pathogens, and crisis intervention.
- Participate in role-specific onboarding to understand service navigation workflows and referral processes.

Service Project 1: Connect Community Members with Health-Supporting Resources

- Meet with clients to assess needs, complete resource mapping tools, and identify connections to supportive services that promote health, stability, and wellbeing.
- Provide referrals to community programs, including housing and utility assistance, healthcare, transportation, food assistance, behavioral health, and other resources.
- Attend Homeless Outreach Support Team (HOST) meetings and maintain required records, case notes, and documentation using Charity Tracker.
- Follow up with clients to support progress, identify additional needs, and ensure continuity of service.

Service Project 2: Strengthen Volunteer Capacity

- Expand volunteer engagement by recruiting, orienting, and supporting new volunteers.
- Use the Golden platform to create volunteer descriptions, opportunities, and onboarding materials.

- Develop user-friendly guides, manuals, and tools that help volunteers understand their roles and responsibilities and support the Service Center's daily operations.
- Create resources that strengthen volunteer recruitment, coordination, training, and recognition.

Service Project 3: Support Youth Mental Health Through School-Based Collaboration

- Collaborate with the Ames Community School District Homeless Liaison to understand the needs of at-risk youth and the current gaps in mental health supports.
- Conduct a youth mental health needs assessment to identify barriers, opportunities, and priority areas for support among students experiencing housing instability or other risk factors.
- Develop a resource, tool, program, or service informed by the needs assessment to help strengthen youth mental health supports and improve access to wellbeing activities.
- Share findings and materials with the Homeless Liaison, Service Center leadership, and community partners to expand awareness and improve coordination of youth mental health supports.

Desired Skills/Qualifications:

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| • Ability to lift 25lbs | • Experience with diverse populations |
| • Strong communication skills | • Knowledge of Trauma Informed Care |
| • Knowledge of community resources in Story County | • Knowledge of Motivational Interviewing techniques |