



Support Services Advisor Position Description

About PowerCorpsPHL

Launched in September 2013, PowerCorpsPHL is a City of Philadelphia AmeriCorps initiative. Operated in partnership with EducationWorks and the Philadelphia Youth Network, PowerCorpsPHL engages Opportunity Youth in transforming their lives through service. PowerCorpsPHL enrolls members in full-time AmeriCorps service for 6 months with City departments to tackle pressing environmental challenges, including the need for improved stormwater management, increased tree coverage, and revitalized public land. Through a rigorous combination of service and training, corps members develop and practice essential 21st Century workforce skills, including time management, conflict resolution, accountability, teamwork, leadership, and network building. As PowerCorpsPHL alumni, individuals receive the customized support they need to secure career-track employment, pursue post-secondary education, and/or enroll in additional national service.

Successful staff and leaders within PowerCorpsPHL embrace their affiliation with AmeriCorps and share a number of common characteristics: commitment to the mission and goals of the program, dedication to their role in achieving those goals, and willingness to work across teams to create and maintain a strong program culture capable of creating opportunity and overcoming challenges.

Position Overview

The Support Services Advisor is responsible for the day-to-day holistic support of corps members and alumni in building self-empowerment and working through barriers to self-sufficiency. The Support Services Advisor will work with a team of Supportive Services Fellows to provide both proactive and responsive corps member and alumni interventions. The Support Services Advisor reports to the Assistant Director of Supportive Services and will work on-site with corps members at least 50% of the time.

Essential Functions

The Support Services Advisor will:

- Coordinate and deliver a comprehensive set of proactive support services interventions to corps members each cohort and to alumni as needed, including:
 - Individual needs assessments and personal goal-setting
 - Public benefits enrollment and navigation
 - Information sharing of support services available
- Provide responsive support services interventions to address continuing struggles and emergency needs, including:
 - One-on-one processing
 - Self-advocacy coaching
 - Referrals to and follow-up with social services agencies
- Work with Crew Leaders and the Programs team to provide holistic interventions that take into account the multiple factors involved in corps member needs
- Work with the Career Services team to provide holistic interventions that take into account the multiple factors involved in alumni needs
- Document and communicate all corps member and alumni interventions
- Contribute to program reports quarterly and as requested

Education, Experience & Skills Required:

- Master's degree in Social Work or related field (preferred, not required) with a minimum of two years direct service experience working with Opportunity Youth and/or similar high risk population, OR
- Bachelor's degree in Social Work or a related field (preferred, not required) with a minimum of three years direct service experience working with Opportunity Youth and/or similar high-risk population.
- Ability to work as a part of a collaborative team
- Minimum two years' experience with local social services agencies or public benefits access
- Strong written and verbal communication skills to diverse audiences
- Experience with recording and tracking of data
- Excellent self-direction and the ability to take ownership and drive responsibilities through to completion
- Demonstrated commitment to diversity and cross-cultural issues
- Proficiency in Microsoft Office
- Successful completion of background checks (PA state criminal, Department of Public Welfare Child Abuse, National Sex Offender Public Registry, and F.B.I. fingerprinting)

Core Competencies

Caring Relationships

- Motivate and lead program staff to work collaboratively perform with excellence
- Establish and foster, with diverse partners, positive relationships and open, informative and effective communication
- Demonstrate high level of enthusiasm for and ability to convey the PowerCorpsPHL mission to internal and external stakeholders in a clear and compelling manner
- Exercise sound judgment

Professionalism and Professional Development

- Self-direct and assume full ownership over responsibilities
- Set clear direction and accountability for staff while offering opportunities to share resources, obtain professional development and advancement to reach goals and objectives
- Provide clear communication and high level of organization to all staff; including sound written and oral communication skills
- Present strong problem solving processes
- Commit to professional development to advance skill growth of serving urban youth

Cultural Competence and Inclusion

- Promote inclusive behaviors and practices and equity among staff; setting high standard for open dialogue and problem solving

Adolescent Development and Empowerment

- Commit to the advancement of urban youth; including staff development

Program Management

- Evaluate program effectiveness and build capacity to develop systems and align resources to optimize success
- Develop relationships and plans to advance the goals of the PowerCorpsPHL program

Please submit a resume and cover letter to PowerCorpsPHL@educationworks.org with the subject line as "Position Title_Last Name" (ex. Support Services Advisor_Smith).