



United South End Settlements  
AmeriCorps VISTA

**VISTA Outreach & Income Supports Coordinator**  
Service Position Description



United South End Settlements (USES) is a pioneering community-based organization with roots tracing to the opening of the first settlement house in Boston in 1892. Today, USES is embarking on a renewed path forward that mobilizes the diverse South End/Lower Roxbury community to disrupt the cycle of poverty for families with growing children. In a bold shift that harkens back to its settlement house roots, USES will focus on providing families with the resources, resilience, and relationships they need through every stage of their children's growth from infancy through young adulthood to achieve economic mobility and "whole family" well-being.

As we move from a service-based model to an impact-driven model, the VISTA Outreach & Income Supports Coordinator will play a critical role in moving us toward a centralized outreach and intake approach. This is a shift away from program-specific outreach and intake and will enable us to assess the needs of whole families together and make them aware of all of USES's program offerings. Furthermore, in developing an Income Supports Program, the VISTA will lay the foundation for families to get connected to the resources they need in order to overcome barriers to success and achieve their goals.

The selected VISTA will be a member of the Boston Cares AmeriCorps VISTA program of approximately 15 VISTA members serving at 10 Greater Boston organizations.

**Responsibilities:**

The VISTA Outreach & Income Supports Coordinator will pilot the Income Supports Program, a vital part of a new centralized intake process and coaching model as outlined in our Vision125 strategic plan, and will research and test best practices in income supports screening, establish a base network of 15+ volunteers to conduct screenings, design training for volunteers, and document all processes for future replication.

Furthermore, he/she will improve outreach and messaging strategies for our new model and mission. This will involve developing and testing strategies for outreach for different populations; standardizing our outreach approach and ensuring that our messaging is well-focused, succinct and appealing; and training staff and volunteers on outreach messaging and strategy. This VISTA will develop recruitment and community outreach skills, as well as a strong foundation of experience in workforce development and multigenerational community-based nonprofit programming.

**Qualifications:**

- 18 years of age or older
- Bachelor's Degree
- 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
- Commitment to USES's mission and core values
- Strong leadership and interpersonal skills
- Flexible, creative and willing to go beyond one's comfort zone

- Ability to take initiative to be an independent worker and team player
- Appreciation of the utility, collection and analysis of data
- Good organizational skills; able to multi-task
- Proficiency in Microsoft Office (Word and Excel)
- Experience in recruitment/outreach a plus, but not a requirement
- Knowledge of Boston's neighborhoods a plus, but not a requirement
- Proficiency in Spanish or Haitian Creole is a plus, but not a requirement

### Member Benefits:

- **Living Allowance** based on poverty rates for a single individual in your geographic area.
- **End of Service Award or Stipend** – VISTA members will receive a Segal AmeriCorps Education Award or an end-of-service cash stipend upon completion of their service year. The education award is equal to the maximum Pell Grant of the fiscal year in which you started your service (\$5,815 as of October 2016). The cash stipend is \$1,500.
- **Life Insurance** – Option to purchase Life Insurance during your VISTA Service at a premium of \$2.07 per pay period.
- **Healthcare Benefit** – VISTA members who maintain health insurance during their service term may enroll in the **AmeriCorps VISTA Healthcare Allowance**, a reimbursement program that covers out-of-pocket costs associated with healthcare.
- **Child Care** – If you have children under the age of 13, you may qualify for the VISTA program's childcare benefit. The program provides up to \$400 per month per child.
- **Relocation Allowance** – If you are moving more than 50 miles from your home to a new community to serve, VISTA offers relocation travel assistance and a settling-in allowance.
- **Public Transportation Pass** for the MBTA (subway and bus only; commuter rail not included).
- **Reduction of Education Costs**
  - Loan Forbearance and Deferment
  - GRE Fee Reduction
  - College Cost Reduction and Access Act (CCRAA)
  - Ed Award Match
- **Leave** – VISTA members can take up to 10 personal days (includes vacation) and 10 days of medical leave for illness, injury or medical appointments.
- **Professional Development** – includes Pre-Service Orientation, On-Site Orientation and Training, VISTA Blend online courses, webinars, and more.

For more information on member benefits, visit <https://www.vistacampus.gov/in-service/benefits-service>.

### Term of Service:

- Position Start Date: 6/19/2017\*
- Position End Date: 6/22/2018

Service commitment will average 38-40 hours per week during the following days/times: Monday-Friday, 8:30am-5:30pm, **with 1-2 evenings per month until 8:30 PM** and occasional weekends, scheduled with advanced notice.

VISTA members are permitted to work another job during off hours, and/or to attend school during off hours.

*\*Pre-Service Orientation for this position will be June 19-22 in Baltimore, MD.*

**Application Instructions:**

To apply, visit <https://my.americorps.gov/mp/listing/viewListing.do?id=73002> and click "**Apply Now**" to fill out your official AmeriCorps VISTA application.

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