Host Site Name: Phoenix Houses of NY/LI, Inc.

Position Title: Outreach & Development Associate

Location: 34-25 Vernon Blvd., Long Island City

Tentative Schedule: M-F 10am-6pm

# of member Slots in this Position: 6

Need for the specific project on which AmeriCorps Member is serving:
Statistics maintained by the New York State Department of Health show that residents in Queens County need support to increase access to substance abuse and mental health care. Treatment providers need support in providing direct linkages between those who need treatment services and providers who have available treatment. Community members benefit by the timely linkage of those with the motivation for treatment to providers. Linkage to treatments helps to alleviate excess stress on family members and neighbors who seek to help their loved ones, while helping everyone reach their full potential. Linking individuals to services evidences the need for these services to protect and strengthen what resources are available to the community. The Outreach & Development Project will enhance participation in street outreach, community events, and capacity building to educate the community on available substance use treatment services and help connect those in need to these services. Additionally, capacity building work will enhance the community’s awareness of, and connection to, other available support services and develop resources for the agency to enhance our ability to deliver existing services and/or offer new services. The programs members will support are Substance Use Disorder Residential Treatment, Outpatient Treatment, Recovery Support Services, and Public Health Campaigns.

Expectations and Goals for the specific project on which AmeriCorps Member is serving:
The member will support our team in achieving the following goals throughout their service term:
1. Connect community members with available services – 80% capacity rate in OASAS-funded programs
2. Decrease Stigma and Raise Awareness of Substance Use Disorders and related Mental Health Conditions
   a. Outreach – Street Outreach to 3000 individuals annually
   b. Coalition Building – Attend 10 coalition/partnership meetings monthly
   c. Annual Gala Event – Identify 3 Honorees, organize event agenda, and raise $1M annually (Any fundraising initiatives the member support will be pre-approved by NYC Service)
3. Build capacity of the behavioral health system
   a. Networking/Outreach – Manage 100 MOUs annually
   b. Integration/Partnerships – Source 200 referrals annually

**Member Position Summary:**
NYCHA Health Corps Members will play an important role in increasing community members’ knowledge of, and access to substance use disorder services. Members will work with a team to develop outreach, marketing, and business development skills and enhance the team’s ability to educate the community on available services and coordinate access to those services. Members will also inform, develop, and deliver outreach and marketing campaigns that promote service engagement. Members will learn skills to provide support toward fundraising efforts and business development that enhance or expand social service projects and. The goal of NYCHA Health Corps Members will be to ensure that anyone who needs substance use disorder services can get them! Members’ time will be split approximately 30% office time and 70% field work.

**Detailed Tasks:**
- Conduct street outreach and staff tabling events in NYCHA developments and surrounding communities
- Inform and develop fliers and other marketing materials
- Identify, contact, and visit community-based organizations for capacity building
- Identify, contact, and visit organizations, agencies, businesses, and individuals to support fundraising efforts, with approval from NYC Service, that:
  - secure financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization
  - seeks donations from alumni of the program for specific service projects being performed by current members
- Support individuals to access treatment by providing transportation training (i.e. how to navigate public transportation), access to telehealth, facilitating warm hand-offs, and managing referral relationships

**Required Skills for AmeriCorps Members (set for all program members):**
- Strong commitment to national service and the mission of the host site
- Desire to work in the non-profit sector
- Desire to serve with diverse communities
- Excellent organizational and communication skills
- Ability to conduct community outreach and make presentations to community groups
- Willingness to take initiative to achieve goals
- Strong foundation in project management/multi-tasking abilities
- A clear plan for living on the AmeriCorps stipend in New York City
- Availability to lead and/or attend events during evening and weekend hours (frequency varies by position)
- Minimum high school diploma or equivalency
- Ability to pass a criminal background check
- US Citizen or lawful permanent resident (AmeriCorps regulations)

**Preferred Academic or Experience Qualifications, Knowledge, Skills, and Abilities:**
- Experience in outreach, community engagement, customer service, marketing/business development preferred
- Knowledge and/or experience in the delivery of behavioral health services preferred
- Knowledge of Microsoft Office products preferred

*Please note:* The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved in advance by NYC Service.