

**2018-2019 CITY SERVICE CORPS  
MEMBER POSITION DESCRIPTION**  
*(Service Dates: November 1<sup>st</sup>, 2018-June 28<sup>th</sup>, 2019)*

**City Agency Host Site Name:** Mayor's Office of Immigrant Affairs, Community Services

**Position Title:** Community Outreach Corps Member

**Location:** 253 Broadway, 14<sup>th</sup> FL New York, NY 10007

**Schedule:** Mon-Fri 9am-5pm plus, must be available on nights and weekends

**# of Member Slots in this Position:** 3

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**Agency/Community Need for the specific project on which City Service Corps member is serving:**

Over the course of the past year, there is an increased need in ensuring that immigrant communities are receiving accurate information and can access available city services in real time. City Service Corps Members allow us to extend MOIA's reach in immigrant dense and hard to reach neighborhoods. This will be done through the management and connection to MOIA's services, to immigrant residents through our Community Services unit (CS). This includes delivery and expansion of Know Your Rights Forums, which connect NYC immigrant residents to City agencies and inform constituents about support services and resources available to them, regardless of status.

**Mission and Goals for the specific project on which City Service Corps member is serving:**

MOIA's Community Services unit serves as a central point of coordination and information sharing among NYC residents, external collaborative partner organizations and institutions, internal Mayoral Office Divisions and external NYC government agencies, and other government entities where necessary.

**Member Position Summary:**

Members will lead KYR forums, connect immigrants to various agencies and CBOs, help coordinate the annual Immigrant Heritage Week Celebration, support the outreach and organizing team where needed and manage incoming correspondence and phone calls to our MOIA hotline, and assist with volunteer recruitment and training.

**Detailed Functions of Position:**

- Attend orientation and be trained on the functions of Community Services and become familiar with MOIA's mission and services
- Shadow outreach teams and facilitating supervised Know Your rights forums while checking in with Community Services Manager and become familiar with assigned target neighborhoods.
- Begin attending borough meetings and collaborating with Outreach and organizing team while building relationships with KYRF partners and covering events where appropriate.
- Assign one Member of the CS team to be part of the Digital communications team and serve as liaison for the CS team. Responsible for social media customer service correspondence.
- Receive pro-active training and begin mapping out outreach strategy to reach hard to get to communities within assigned target neighborhoods.
- Develop a list of the most reliable contacts for KYRFs and referrals.
- Create a plan of recruitment for Limited English Proficiency (LEP) volunteer trainings to conduct in the language proficiently. (If applicable).
- Provide leads for both IDNYC pop-ups and ActionNYC clinics.
- Begin developing legacy piece for next year's CSC Members

**Preferred Academic or Experience Qualifications, Knowledge, Skills, and Abilities of Member:**

- Proficiency in reading, writing and speaking Spanish, Mandarin, Bangla, French, Korean or Haitian Creole preferred
- Microsoft Office (Basic Word, Excel, Outlook) skills/knowledge
- Comfort in conducting on the ground outreach
- Familiarity with NYC neighborhoods
- Ability to work independently and as part of a team
- Organizational skills and attention to details
- Interpersonal and communication skills
- Ability to juggle multiple tasks

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\* 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.