



Position Title:	Program Support Coordinator - AmeriCorps Member	Service Category:	CORE Susquehanna AmeriCorps
Service Site:	YWCA Northcentral PA	Date Submitted:	8/7/2025
Site Address:	815 West 4th Street Williamsport, PA 17701	Travel Required:	minimal
Compensation:	Living Stipend - \$20,995 Education Award – \$7,395	Service Term:	September 2, 2025 – August 1, 2026
Host Site Supervisor:	Jennifer Swanson	Email:	jswanson@ywcawilliamsport.org
Phone:	570-322-4637	Posting URL:	www.coreamericorps.org
Applications Accepted By:		Person and phone to contact for interview if different from supervisor:	
Email Julia Edick CORE Susquehanna AmeriCorps Program Director jedick@union-snydercaa.org			
Member Position Summary <i>The Mission of CORE Susquehanna is to serve community needs through member service in areas of Healthy Futures, Education, Volunteer Management and Community Service Projects.</i> <i>In addition to the member position summary and duties, ALL AmeriCorps members are required to participate in CORE AmeriCorps Group Activities. AmeriCorps members may not participate in any activities included in the Prohibited Activities as listed in the 'Partner Site and Member Agreements'.</i>			
<p>YWCA Northcentral PA has been dedicated since 1893 to providing women and their families with opportunities to live with dignity and peace. This AmeriCorps member role supports CORE Susquehanna's mission by engaging in community-centered activities that promote health, education, public safety, capacity building, and meeting human needs. Through welcoming and trauma-informed support, guiding visitors to appropriate resources, assisting with donation intake, and supporting operational functions, the member helps strengthen organizational capacity and ensures a safe, accessible environment for all community members.</p> <p>By providing direct service in these areas, the member will contribute to measurable outcomes such as increased community access to critical services, enhanced public safety within the facility, improved client engagement and education, and stronger nonprofit capacity to serve vulnerable populations. This role is an essential part of our effort to foster healthy, safe, and empowered communities across the Susquehanna region.</p>			
Duties and/or required training			
<ul style="list-style-type: none"> ● Welcoming and Trauma-Informed Support: Serve as the first point of contact for community members, clients, donors, and visitors entering the building. Greet everyone warmly and provide trauma-informed assistance to promote a safe, supportive environment aligned with our goals of improving human needs and community well-being. ● Visitor Guidance and Education: Assist individuals by guiding them to appropriate departments, services, or educational programs within the YWCA, helping to connect community members to resources that support health, education, and safety. ● Donation Intake and Capacity Building: Support the intake, sorting, and organizing of incoming donations, ensuring donations are processed efficiently according to YWCA procedures. This strengthens organizational capacity to serve vulnerable populations and address critical human needs. ● Professional Phone and Communication Support: Answer incoming calls with professionalism and direct callers to the appropriate staff or service. Facilitate clear communication to enhance community access to education, health, and support programs. 			

- **Facility Check-In/Check-Out Monitoring for Public Safety:** Monitor the sign-in and sign-out process for building visitors and members to maintain a secure and organized environment that protects public safety and supports effective service delivery.
- **Customer Service to Promote a Safe and Welcoming Environment:** Provide clear, respectful, and supportive information to visitors, ensuring a welcoming atmosphere that upholds the dignity and safety of all individuals accessing services focused on health, education, and human needs.
- **Collaborative Operational Support:** Collaborate with program supervisors and staff across departments to support daily operations, enhancing organizational effectiveness and capacity to deliver programs benefiting the community's well-being and environment.
- **Online Training:** 20-30 hours of online and in-person training required by our funders, prior to beginning their actual duties
- Participate in CORE Susquehanna AmeriCorps monthly convenings
- Members may not participate in any activities included in the Prohibited Activities listed in the Partner Site Agreement and Member Service Agreement
- Members must participate in CORE AmeriCorps group activities

Prohibited Activities

In order to comply with federal regulations, AmeriCorps members assigned to this site are prohibited from:

- a. Attempting to influence legislation.
- b. Organizing or engaging in protests, petitions, boycotts, or strikes.
- c. Assisting, promoting, or deterring union organizing.
- d. Impairing existing contracts for services or collective bargaining agreements.
- e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office.
- f. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials.
- g. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytizing.
- h. Providing a direct benefit to a business organized for profit, a labor union, a partisan political organization; a nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative, and an organization engaged in the religious activities, unless Corporation assistance is not used to support those religious activities.
- i. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive.
- j. Providing abortion services or referrals for receipt of such services; and
- k. Such other activities as the Corporation may prohibit.

Minimum Qualifications (Academic, Physical or Experience)

- Driver's License
- High School Diploma
- FBI, State Criminal Background Check
- Compassion and ability to work with diverse population
- Strong interpersonal and communication skills (verbal and written).
- Basic customer service skills: welcoming presence, problem-solving, ability to work independently and in groups, respectful and professional demeanor.
- Ability to maintain confidentiality and professional boundaries.
- Ability to work with people from diverse backgrounds.
- Ability to sit for prolonged periods and perform light physical tasks including bending, stooping, lifting up to 40 lbs.
- Must be able to obtain Act 33, Act 34
- Must be punctual, reliable, and able to receive constructive feedback professionally
- Demonstrates appropriate use of personal and professional boundaries



Proposed Weekly Schedule and Required Number of Hours per week.			
Monday – Friday, 8:30 am – 4:30 pm (schedule may vary based on site needs). Hours may extend for staff trainings, special events, or CORE group activities.			
<i>Will the member be serving vulnerable populations (children, youth, elderly, disabled)?</i> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
<i>I understand the expectations and requirements of this position. I understand that this position description is an addendum to the AmeriCorps Member Agreement.</i>			
Member Name:			
Signature of Member Accepting Position:		Date:	
Signature of Site Supervisor:		Date:	
Signature of AmeriCorps Staff:		Date:	