

# AmeriCorps National position description

Volunteer services coordinator



<b>Local Habitat organization</b>	Habitat for Humanity-MidOhio
<b>Host site manager</b>	Deb Light
<b>Direct supervisor</b>	Rachel Hardin
<b>Length of term of service</b>	<input checked="" type="checkbox"/> Full time for 10 ½ months <input type="checkbox"/> Full time for six months <input type="checkbox"/> Part time for 10 ½ months
<b>Service week (days/times)</b>	Tuesday-Saturday, 8:30am to 5pm with occasional evenings or Sundays/Mondays
<b>Is a personal vehicle required for service?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Will member be actively building on the construction site at least one day per week?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Pursuant to current Habitat for Humanity policy, this position requires full vaccination against COVID-19, except to the extent such requirement is prohibited by applicable law.</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

## Volunteer & Community Outreach Coordinator

The position will support both the Volunteer Services and Homeowner Services departments. This role helps recruit, train, schedule and recognize volunteers. They build relationships in the community to grow the overall volunteer base and advance individual and group partnerships. They market within the community to recruit new volunteers and develop new events and opportunities for volunteers to engage with the mission of Habitat for Humanity. They assist with all aspects of volunteer management, including initial orientation, database maintenance and tracking, and promoting volunteer opportunities as they arise. For the Homeowner Services department, this role will assist in updating the online Homeowner Portal and rolling out its use among Habitat partner families. This role will also work on expanding sweat equity opportunities for partner families, such as community clean ups and community outreach events.

### Service activities

- Typically serve Tuesday through Saturday to support work on the build site.
- Recruit and schedule volunteers for construction, office, Habitat ReStore, deconstruction, homeowner services, The Playhouse Project, Women Build, Veterans Build, Habitat Ambassadors, and special events opportunities.
- Assist with all aspects of volunteer management including orientations, maintenance of database, volunteer tracking, and follow-up.
- Attend community outreach programs to promote volunteer opportunities, including events targeted at Women Build, Veterans Build, and other specialized and skilled volunteer groups to help fill affiliate needs. Secure and manage affiliate presence at service fairs.
- Coordinate the newly re-established Habitat Ambassador program to assist with community outreach and educational activities and recruit volunteers to assist in this role.
- Work with Volunteer Services and Construction staff members to ensure successful volunteer build days – volunteer counts confirmed, workday information communicated, volunteer electronic waivers completed, volunteers are signed in properly,

orientation and safety briefings provided as needed, volunteers are engaged, and sites are maintained; member will follow all safety guidelines when on site.

- Visit the build sites to observe and gain an understanding of tasks in which volunteers and partner families are asked to participate, and occasionally build alongside volunteers.
- Schedule and communicate affiliate need with assigned individual volunteers and volunteer groups.
- Maintain communication with volunteers through volunteer e-newsletters and by updating volunteer-related areas of the affiliate website and individual and team volunteer manuals with current information as needed.
- Assist in the planning and execution of the annual volunteer recognition event and other volunteer appreciation and recognition activities throughout the year.
- Assist in the collection of feedback through volunteer experience survey, analyzing the results that follow.
- Assist in the strengthening of existing and the development of new partnerships with community businesses and organizations to provide in-kind donations for volunteer appreciation activities and other volunteer services departmental needs.
- Assist with neighborhood revitalization activities, such as Rock the Block, and other community events.
- Update relevant local resources on online Homeowner Portal. Create plan to rollout to Habitat partner families. Ensure resources are kept up to date throughout the service term.
- Assist the Homeowner Services department in expanding sweat equity opportunities for partner families, such as community clean ups and community outreach events.

## Member development

Minimum expectations are outlined in the member development guidance, which will be available during the interview process, with the understanding that further trainings may be required, as determined by the host site, Habitat for Humanity International or our federal funder. AmeriCorps National members' training may not exceed 20% of their aggregate hours.

### Required meetings, trainings, and events

- Onsite orientation to local host.
- First Aid/CPR.
- Foundations of Service training series.
- National days of service:
  - Dr. Martin Luther King, Jr Day
  - Make A Difference Day
  - AmeriCorps Week
- Weekly meeting with host site manager.
- Weekly meeting with direct supervisor, including completing a check in form each month.
- Life After AmeriCorps training.
- Ongoing position related training.
- Monthly All Staff meeting, monthly volunteer team meeting, 1 board meeting as a team, 1 homeowner orientation, 1 homeowner selection committee meeting, at least 2 wall raising ceremonies, at least 2 home dedications, and other meetings as appropriate.
- Choice of 1 safety committee meeting, 1 home maintenance class, or 1 home repair assessment or home visit.
- Quarterly staff or AmeriCorps team build days.
- Individual and/or group professional development trainings may be available based on AmeriCorps interest, host site manager/supervisor recommendation, and budget.
- Host site events, Volunteer Recognition event, Habitat AmeriCorps Alumni build day (spring). Participation in these events will be in line with AmeriCorps program regulations/restrictions.

## Experience, knowledge, and skills

### MINIMUM REQUIREMENTS

- AmeriCorps members must be a U.S. citizen, national or lawful permanent resident.
- AmeriCorps members must be at least 18 or older.
- AmeriCorps members must have a high school diploma or GED.

- AmeriCorps members may have recurring access to vulnerable populations and must satisfy the National Service Criminal History Check eligibility criteria.

#### **OUR IDEAL CANDIDATE HAS:**

- Knowledge of and willingness to promote the mission and activities of Habitat for Humanity International and AmeriCorps.
- The ability to work with a diverse group of people.
- Strong written and verbal communication skills.
- Attention to detail and is highly organized.
- Experience working with volunteers, instructing individuals, or facilitating groups.
- Experience working as a member of a team.
- Basic experience with Microsoft Office Suite, especially Word, Excel, and Teams.
- Problem solving skills.
- Adaptable to change.
- Public speaking experience.
- Leadership experience.
- Ability to work independently/self-starter.

#### **PHYSICAL REQUIREMENTS**

- Ability to sit at a desk and computer for extended periods of time.
- About 30% of this position requires outreach in the community, including visiting buildings and homes that may have stairs, as well as occasionally serving on project sites that may have uneven terrain.
- Ability to lift up to 25lbs repeatedly.
- Ability to stand for extended periods of time.
- Ability to handle short periods of high stress.

#### **Service site environment**

Member will primarily serve in an open-space office and will share the area with other staff or fellow members. Each member will have a desk, computer (with email and internet access) and a phone for service-related tasks. Shared resources include a printer, copy machine, fax machine as well as office supplies. Member will occasionally be engaged in community build or improvement projects, such as Rock the Block events, community clean-ups, on-site work, serving outside in various types of weather. Member may be exposed to various construction-related substances such as sawdust, paint, etc., and will be provided with appropriate safety equipment.

#### **Benefits of AmeriCorps service**

- Full-time living allowance \$17,600 for approximately 10 ½ months of service.
- **Segal Education Award** upon successful completion of service.
- Health care benefits and enrollment in Employee Assistance Plan.
- Personal and medical leave — approximately 10 days total.
- Possible **forbearance** or deferment of qualified student loans.
- **Childcare** benefits, if you qualify.
- Worker's compensation insurance.