



AmeriCorps VISTA

VISTA Assignment Description (VAD)

Affiliate/Host Site Name: Habitat for Humanity of Wake County	Host Site Manager (HSM) Name: Edmundo Yanez
Program: AmeriCorps VISTA Member Role: Family Services Development	Will members engage in any of these programs? <input type="checkbox"/> Disaster Recovery <input checked="" type="checkbox"/> Neighborhood Revitalization <input type="checkbox"/> Veterans/Military Families <input type="checkbox"/> None
Service Week (days/times): Monday – Friday, 8:30 AM – 5:00 PM with occasional evenings/Saturdays/Sundays	Direct Supervisor Name: En'Janet Joseph
Will this member be actively building on the construction site at least one day per week? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	

Goals

Develop, document and implement a plan for partner family recruitment, tracking, scheduling and support in order to increase the overall partner family experience for participants.

Our affiliate expects to dramatically increase the number of families that we serve in the coming years, though regular homeownership products, as well as the expansion of Neighborhood Revitalization (NR) products such as A Brush With Kindness (ABWK), weatherization, and critical home repair. As the VISTA member responsible for the creation, implementation, documentation and sustainability of an expanded array of products, this position will be integral to the growth and viability of the affiliate moving forward. Despite having similar program requirements, each of our four housing programs currently has a different application and selection process. The member will research best practices and collaborate with staff to lay the foundations for consolidating these into a single streamlined process that accepts applications more frequently—while also ensuring that partner families are set up for success and are given adequate support while completing their requirements. This position will create and implement this process, as well as gain the community support necessary to launch successful projects. In addition to launching the framework of the NR intake model, this position will also be responsible for setting up the system by which success is measured. Member will need to gather data about the community prior to expanded implementation and create a tracking system for impact moving forward.

Affiliate growth has wonderfully added more homes, but we feel that the family services could be more proactive with homeowners. We would like to review and reassess our basic efforts compared to other affiliates our size to learn if we are missing best practices. In addition, we believe that we can do more with our partner families post purchase. This is not NR work per se, but we are seeking to identify and address homeowner concerns to improve overall partner family experience and encourage broad scale community engagement.

Outputs:

- 0 cash and in-kind resources will be raised utilizing systems and opportunities identified by VISTA member (includes resources raised for home building efforts, as well as ReStores)
 - 0 cash resources
 - 0 in-kind resources
- 75 individuals will collaborate with VISTA member on projects related to this position. (Stakeholders, volunteers, community members, staff, etc.)
- 1 systems, processes, and/or tools created or enhanced by VISTA member that will increase capacity at the

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affiliate

- 0 additional projects that do not fall into one of the categories above created or enhanced by VISTA member that will increase capacity at the affiliate

Objective One (First Quarter)

EXPLORATION: Explore the family services program and resources that are currently in place at the site and identify best practices from other programs. Identify what additional needs the project requires. Document research and communicate findings to the project sponsor and gain further direction to move forward with developing an enhanced family services program. Since this system is broken, we definitely want the VISTA member to evaluate our dedication process and develop, test and refine a new approach that meets the needs of partner family, affiliate staff, volunteers and sponsors.

Member Activities (include specific outputs as appropriate)

1. Research homeowner family recruitment, application/qualification, support and training resources available from HFHI, other affiliates, etc. Compare findings to current affiliate methods.
2. Research partner family recruitment options, including targeting local faith organizations, employers, school groups, civic groups and other community organizations.
3. Research systems to track homeowner family housing applications, sweat equity hours and scheduling (ex. online databases).
4. Research application/acceptance processes used by other Habitat affiliates, and identify the benefits and drawbacks of different systems.
5. Research partner family education options such as finance classes, home repair workshops, mortgage document review, community engagement, etc. Complete needs assessment and analysis of existing community services in order to develop, document and implement new homeowner family education program. May also include researching homeowner manuals created by other Habitat affiliates/organizations and assessing if a manual is needed for our site.
6. Research and create list of housing referrals for families who do not meet our housing requirements.
7. Assess the current status of the Family Services Committee and make a recommendation as to recruitment and orientation of new committee members. Research volunteer recruitment resources from HFHI and other affiliates.
8. Identify issues for our Partner Families post purchase and research solutions.
9. Develop a system to measure Partner Family satisfaction. Identification process might include online surveys, individual interviews, and neighborhood focus groups. We believe the survey will identify multiple issues including: dedications, multi mortgage payments, community engagement, HOA and warranty concerns.
10. Document the identification methods and comment on the pros and cons. Recommend a long term measurement system, tool or approach.

Objective Two (Second Quarter)

DEVELOPMENT - Based on the information gathered, develop and document an enhanced family services program that will address the needs of the host site. The plan should address homeowner family recruitment, tracking, scheduling and support.

Member Activities (include specific outputs as appropriate)

1. Develop a partner family recruitment plan, including targeting local faith organizations, employers, school groups, civic groups and other community organizations. Create a homeowner family recruitment community directory. Inform plan with homeowner family recruitment, orientation, and educational resources available from HFHI, other affiliates, etc.
2. Develop a system – such as an online database -- to track homeowner family housing applications and status, sweat equity hours and scheduling.

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3. Develop a homeowner family education plan and curriculum to include items such as finances, home repair, review of legal documents homeowner will sign at closing (ex. mortgage), etc.
4. Develop semi-annual newsletter for Habitat homeowners; create template for ongoing use by affiliate.
5. Develop materials to recruit new Family Services Committee members, including a volunteer job description.
6. Sort and prioritize the concerns identified in Q1 regarding family support and research actions to address this issue. Obtain manager, department and affiliate support for the prioritized list of Partner Family concerns.
7. Use staff, volunteers, Partner Families and others to suggest fixes to the issues identified.
8. Test and refine programs based on partner family feedback. Integrate these with Neighborhood Revitalization if appropriate.

Objective Three (Third Quarter)

IMPLEMENTATION AND REVIEW – Implement the enhanced family service program. Assist the site in testing and evaluating the various parts of the program developed and make revisions to the program as needed in order to ensure success.

Member Activities (include specific outputs as appropriate)

1. Implement the partner family recruitment plan, including resources gathered such as the homeowner family recruitment community directory. Reach out to and build relationships with local non-profit organizations, employers, community centers, and faith communities in order to recruit a diverse base of qualified applicants. Document all contacts in affiliate database.
2. Implement the partner family tracking system and gather feedback from staff and homeowner families, about usability and make changes as needed.
3. Implement the homeowner family educational curriculum.
4. Develop and conduct homeowner satisfaction surveys, including experience with the application process, sweat equity activities, educational workshops and final settlement.
5. Set up an informal homeowner association in partnership with HFH and target neighborhood families.
6. In collaboration with the Homeownership & Neighborhood Program Department, recruit and orient new volunteers..
7. Continue to work on issues identified with Q1 research of family needs. Move down the priority list as appropriate.
8. Continue to refine dedication process. Document new approach and integrate into policy.
9. Assist with Neighborhood Revitalization best practices if needed or as the project overlaps with Neighborhood Revitalization.

* Note that the activities listed here may include visits to the construction site for the purposes of observation, interviews of staff and homeowner families, and implementation of family services development items. While VISTAs cannot regularly build on the construction site, the VISTA member may have the opportunity to engage in active building no more than one time per month to help inform family services program development and connect with homeowner families.

Objective Four (Fourth Quarter)

SUSTAINABILITY - - Ensure that the family services program is sustainable and will continue at the host site after the completion of the VISTA term by developing manuals and training staff/volunteers on the new program.

Member Activities (include specific outputs as appropriate)

1. Develop a manual of resources and directions for maintaining the family services program in its entirety including homeowner family recruitment, tracking, scheduling and education.
2. Recruit and train volunteers/staff on use of new systems, procedures, etc. and ensure there is a transition plan for ongoing maintenance of systems and support of the program.

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3. Evaluate programs implemented and recommend long term solutions based on the programs tested and evaluated in Q1-3. Leave a “road map” to improve Habitat Wake’s partner family support post purchase.

Required Meetings, Trainings and Events: Minimum expectations are outlined below, with the understanding that further trainings may be required as determined by HFHI, CNCS or the Host Site.

- Pre-Service Orientation (provided by CNCS)
- On Site Orientation to local host site
- HabitatLearns “Foundations of Habitat” series
- Lockton Safety Courses
- Build-a-Thon (spring)
- National Days of Service (MLK Day required, 9/11 Day of Remembrance and AmeriCorps Week encouraged)
- HFHI Host Site Monitoring Reviews and periodic check-in calls
- Monthly meeting with HSM (minimum)
- Bi-weekly meeting with direct supervisor (minimum)
- Life After AmeriCorps Training (LAFTA)
- Staff meetings, Board meetings and home dedications, as appropriate
- Annual staff/AmeriCorps team build day
- Individual and/or group professional development trainings may be available based on AmeriCorps interest, HSM/supervisor recommendation and budget
- Host Site Events, including Holiday Home Tour (November); BluePrint Breakfast (April); Neighborhood Revitalization Events as they arise. Participation in these events will be in line with AmeriCorps program regulations/restrictions.

Education/Experience/Knowledge/Skills

Required:

- Valid driver’s license and ability to meet host site’s insurance requirements.
- Microsoft Office Suite (especially Word/Excel)

Preferred/helpful:

- Knowledge of, and willingness to promote, the mission and activities of Habitat for Humanity and AmeriCorps
- Ability to work with a diverse group of people
- Strong research skills
- Detail oriented and highly organized
- Strong written and verbal communication skills
- Experience working as a member of a team
- A second language is highly desirable, with preferred languages being French
- Marketing experience
- Project management experience

Physical requirements for this position

- Ability to sit at a desk and computer for extended periods of time
- About 20% of this position requires outreach in the community, including visiting buildings and homes that may have stairs.

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Service Site Environment:

Members will serve in an open-space office and will share space with other staff and/or AmeriCorps 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.

Personal vehicle required? ☐ No ☒ Yes

Some travel is required for this position. Public transportation options are limited in our community so access to a personal vehicle is required to get to and from service, as well as any required meetings. Approved service-related mileage (beyond commuting to and from service) will be reimbursed per the affiliate's policy.

An affiliate-owned vehicle is available for member to use for service-related meetings and community outreach.

Habitat.org posting blurb:

Habitat for Humanity of Wake County has partnered with this community for more than 30 years and has hosted AmeriCorps members since 2001. We currently have 12 AmeriCorps alumni on staff, as we truly recognize the value and impact of serving. Our affiliate is regarded as a leader in developing new programs such as the Home Builders Blitz and piloting HFHI programs such as the Neighborhood Revitalization Initiative. We currently have 7 ReStores scattered throughout the county, with the goal of opening a 8th store in FY19. In addition to serving 120 families via homeownership and home preservation projects in FY19, we will also support global families in Honduras, Malawi and Cambodia. AmeriCorps members are eligible to attend a Global Village trip during their service term. In addition, members receive \$250 monthly housing allowance (\$400/mo for 2nd year Habitat AmeriCorps members), a \$100 tool allowance and work site gear. The Raleigh area is the perfect blend of urban and rural. We are home to several colleges including NC State University as well as an ever changing downtown landscape with all the amenities you'd expect in a modern city. For those who need a little green in their lives, over 200 parks can be found in Raleigh, thus maintaining its identity as the City of Oaks. www.habitatwake.org

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