

Family services coordinator

AmeriCorps National position description



Host site (local Habitat organization)	Habitat for Humanity of Wake County
Program	AmeriCorps National
Member role	Family services coordination
Host site manager	Edmundo Yanez
Direct supervisor	Beth Foley
Service week (days/times)	Monday – Friday, 8:30 AM – 5:00 PM with occasional evenings/Saturdays
Will member engage in any of the following?	<input type="checkbox"/> Disaster response <input type="checkbox"/> Neighborhood Revitalization <input type="checkbox"/> Veterans or military families <input checked="" type="checkbox"/> None
Will member be actively building on the construction site at least one day per week?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Goals

Position's goals in relation to the project as well as the impact the project will have in the community.

This member position will build and maintain the pipeline of partner families by recruiting qualified partner families for homeownership opportunities, including speaking at community recruitment events; assist in conducting applicant orientations, educate the families about program requirements and the homeownership process; and monitor and track the completion of sweat equity hours. This member will meet with applicants to complete application requirements by gathering documents and maintaining files. This member position is designed to move us substantially forward in accomplishing the affiliate's goals.

Outputs

0	Volunteers will be recruited and/or managed by the AmeriCorps member in the building, rehabilitation or repair of homes. (Repairs include A Brush with Kindness, weatherization, critical home repair.)
0	Homes will be built, rehabilitated or repaired in partnership with low-income families and individuals by the AmeriCorps member and volunteers. (Repairs include A Brush with Kindness, weatherization, critical home repair.)
200	Total individuals (adults and children) will be provided housing services by this AmeriCorps member.
0	Individuals affected by a disaster that are included in the total number above.

0	Individuals who are veterans, active military or their family members that are included in the total number above.
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Responsibilities

- Recruit homeowner family applicants for traditional homeownership opportunities.
- Coordinate existing programs to attract qualified families as needed; this may include placing posters and fliers at businesses, faith communities and local employers and communicating and meeting with various social service agencies.
- Assist homeownership staff in responding to calls and emails inquiring about applicant status in a timely manner.
- Conduct applicant orientations and assist families in the completion of the housing application.
- Work with the homeownership & neighborhood department to select homeowner families for Habitat homes. Tasks may include preparing financial eligibility calculations and summaries for the homeownership department on each applicant and assisting homeownership staff in making follow-up and clarification calls on homeowner applications.
- Attend all homebuyer selection meetings and Prepare monthly summaries on homeowner family progress for department.
- Track sweat-equity hours and send families monthly updates.
- Work with homeownership staff to provide educational opportunities to homeowner families. Responsibilities may include planning and carrying out homeowner education courses and recruiting appropriate teachers and speakers as needed.
- Become familiar with homeowner files to be able to answer day-to-day questions.
- On occasion, member may build alongside homeowner families as they complete their sweat-equity requirements.
- Work with homeownership & neighborhood department to help support and council more than 2500 applicants
- Supporting and counseling the applicants who are denied, assisting them to become more qualified applicants.

Required meetings, trainings and events

Minimum expectations are outlined below with the understanding that further trainings may be required, as determined by the host site, Habitat for Humanity International or the Corporation for National and Community Service.

- Onsite orientation to local host.
- First Aid/CPR.
- Habitat Learns – “Foundation of Habitat” online series.
- Lockton safety online courses.
- Annual sponsored blitz build - Habitat AmeriCorps Build-a-Thon.
- National days of service:
 - Dr. Martin Luther King, Jr. Day (required).
 - September 11th National Day of Service and Remembrance and AmeriCorps Week (encouraged).

- Host site monitoring reviews and periodic check-in calls.
- Monthly meeting with host site manager.
- Bi-weekly meeting with direct supervisor.
- Life After AmeriCorps training.
- Staff, family services committee and board meetings and home dedications, as appropriate.
- Annual staff or AmeriCorps team build day.
- Individual and/or group professional development trainings may be made available based on budget, member interest and recommendation of the host site manager or direct supervisor.
- Host Site Events, including Holiday Home Tour (November); BluePrint Breakfast (March); Builders Blitz (April). Participation in these events will be in line with AmeriCorps program regulations/restrictions.

Experience, knowledge and skills

Required

- Valid driver's license and ability to meet host site's insurance requirements.
- Experience with Microsoft Office Suite, especially Word and Excel.

Preferred

- Knowledge of, and willingness to promote, the mission and activities of Habitat for Humanity International and AmeriCorps.
- Ability to work with a diverse group of people.
- Strong written and verbal communication skills.
- Strong research skills.
- Detail oriented and highly organized.
- Experience working with volunteers, teaching or group facilitation.
- Experience working as a member of a larger team.
- Public speaking experience.
- Knowledge of community development practices.
- Marketing experience.

Physical requirements

- Ability to sit at a desk and computer for extended periods of time.
- About 10 percent 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.

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.

Will a **personal vehicle** be required? Yes No

Some travel is required for this position. Public transportation options are limited in our community so access to a personal vehicle is recommended to get to and from service, as well as any required meetings. The affiliate does have a fleet of vehicles that can be used for travel within and outside the county. Approved service-related mileage (beyond commuting to and from service) will be reimbursed per the affiliate's policy.

Habitat.org posting

Habitat for Humanity of Wake County

A year of service with Habitat

Habitat for Humanity of Wake County is looking for an AmeriCorps member to play an integral role in providing leadership on our project sites by engaging volunteers to become champions for our mission and creating new tools and systems to build capacity. We interact with over 18,000-20,000 volunteers, homeowner families and community stakeholders. During your year of service, you will gain insight into working within a nonprofit organization through hands-on experience in leadership and community development.

Join our Habitat' family and form lasting relationships, while creating safe, affordable housing solutions with hard-working families in Wake County.

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 13 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 8 ReStores scattered throughout the county, with the goal of opening a 9th store in FY19. In addition to serving 60-70 families via homeownership in FY20, we will also support global families in Honduras, Malawi and Cambodia.

Additional Benefits

AmeriCorps members are eligible to attend a Global Village trip during their service term. In addition, members receive \$300 monthly housing allowance (\$600/mo for second year Habitat AmeriCorps members) and a \$100 tool allowance and work site gear.

Community

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