

Volunteer services coordinator

AmeriCorps National position description



Host site (local Habitat organization)	Habitat for Humanity of Wake County
Program	AmeriCorps National
Member role	Volunteer services coordination
Host site manager	Ellie Trent
Direct supervisor	Christin Murphy
Service week (days/times)	Monday – Friday, from 8:30 am – 5:30 pm with occasional evenings and weekends
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.

The volunteer services coordinator helps recruit, train, schedule, and recognize volunteers while growing the volunteer base and advancing individual and group partnerships. The member assists with volunteer management, including orientation, maintenance of database, volunteer tracking and follow-up opportunities in construction, office work, ReStores, family services, special events and other needs that may arise. The member may also focus on specific impact areas, such as youth build program, major builds and collegiate challenge

Outputs

15,000	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.)
60	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.)
60	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.

Responsibilities

- Assist with volunteer management including orientations, maintenance of database, volunteer tracking and follow up for opportunities in construction, office, ReStore, family services and special events with other needs.
- Work with construction staff to fulfill daily tasks needed to ensure successful volunteer build day – signing volunteers in, providing orientation and safety briefing, helping put away tools with volunteers at the end of the day, and ordering necessary volunteer supplies.
- Develop written volunteer position or assignment descriptions, as needed.
- Develop and implement effective recruitment messaging.
- Visit the build site to observe and gain an understanding of tasks in which volunteers are asked to participate, occasionally building alongside volunteers.
- Schedule and communicate affiliate need with all assigned individual volunteers and volunteer groups (ex. crew leaders, campus chapters, and Collegiate Challenge).
- Assist in coordination of campus chapter groups and non-construction youth group projects.
- Improve volunteer resource database through updated contact information for volunteers who can assist with specific needs.
- Coordinate communication with volunteers through a monthly volunteer e-newsletter and by updating volunteer-related areas of the affiliate website.
- Plan and execute the volunteer appreciation event.
- Develop new and revise old volunteer recognition tools.
- Devise and implement volunteer experience survey, analyzing the results that follow.
- Attend community outreach programs to promote volunteer opportunities, including events targeted at youth groups, the military, veteran and senior communities. Secure and manage affiliate presence at volunteer fairs.
- Strengthening existing and developing new partnerships with community businesses and organizations

Activities involving the ReStore and fundraising are limited to no more than 10 percent of a member's total time. Please consult with your partner engagement specialist if you have questions about allowable activities.

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 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 (i.e. holiday fundraiser, art auction, Healthy Habitat Walk-a-Thon). Participation in these events will be in line with AmeriCorps program regulations.

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.
- A second language is highly desirable, with preferred language being (language).
- Public speaking experience.
- Knowledge of community development practices.
- Project management experience.

Physical requirements

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

- About (30) 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

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 community clean-ups, serving outside in various types of weather.

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 required/recommended 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.

Eligible members will have access to an affiliate-owned vehicle is available for member to use for service-related meetings and community outreach.

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. AmeriCorps members are eligible to attend a Global Village trip during their service term.

Additional Benefits

In addition, members receive \$300 monthly housing allowance (\$600/mo for 2nd 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

HABITAT FOR HUMANITY INTERNATIONAL

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