



# Rebuilding Together CapacityCORPS

## AmeriCorps Outreach Coordinator



Host Site: Rebuilding Together Aurora  
AmeriCorps Program: CapacityCORPS  
Title: AmeriCorps Outreach Coordinator  
Location: Aurora, Illinois

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## About Our Community

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Aurora is the second largest city in the state of Illinois, with a population of 201,000 that is located approximately 40 miles west of Chicago. The rich history and diverse cultures offer both personal and professional opportunities to engage in unique experiences. Aurora is home to 7 distinct historic districts with an array of housing. Aurora is also home to the highest per capita population of Spanish-speaking community members.

## Summary of Position

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The AmeriCorps Outreach Coordinator strives to build trust and awareness among targeted client populations most in need of our services and activate the local community to get involved. They identify and implement outreach strategies and techniques to increase homeowner applications, engage volunteers (both skilled and unskilled), and build community partnerships. The AmeriCorps Outreach Coordinator is the primary point of contact for all clients and volunteers, and ensures a good flow of communication before, during, and after the project.

## Essential Duties and Responsibilities

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- Oversee the client application process, including: assisting potential clients with the application, managing homeowner application intake, completing initial interviews with clients, completing home assessments, and tracking the client application/approval process in the database.
- Develop and maintain community partnerships to support a strong pipeline of volunteers to participate in rebuilding events, including: conduct research to identify potential partners, coordinate and participate in outreach meetings, and serve as main point of contact with partners for volunteering matters.
- Interview or survey homeowners and volunteers after project completion to capture their experiences with Rebuilding Together. Report findings to the team and suggest solutions for improving our delivery of a high quality of services to homeowners and volunteer experience to volunteers.
- Pursue a robust client and volunteer outreach strategy that will increase awareness of our services among our target populations, including: attending community meetings and other events; creating and distributing materials; contributing client- and volunteer-focused content for social media, newsletter, and website; presenting at community organizations and tabling at resource and volunteer fairs.

- Speak with interested homeowners before and during the application process to answer their questions about our programs and provide client referrals to appropriate community service organizations and agencies.
- As a grassroots non-profit, all team members will have an active role in implementing rebuilding projects throughout the year. They will assist with project logistics several times throughout the year, including registering volunteers, checking in with homeowners throughout the project day, coordinating volunteer logistics such as lunches and bathrooms, assisting with set up/tear down, and taking photos.

## Knowledge, Skills, and Abilities

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### Preferred

- Experience with construction, home repair, and housing issues
- Ability to work on multiple tasks in a growing and changing environment, with flexibility/adaptability
- Volunteer service experience; managing or coordinating other volunteers is a plus.
- Able to absorb complex information quickly and communicate that information effectively
- Well-organized, detail-oriented, self-motivated, flexible
- Ability to compose professional written communications for a variety of audiences, including social media (Facebook, Twitter, e-Newsletter)
- Proficiency in Spanish is highly desirable

### Required

- Bachelor's degree or equivalent work/volunteering experience
- Proficient in Microsoft Word and Excel or similar
- Solid interpersonal skills and ability make connections and build relationships with both volunteers and clients
- Comfort with speaking and presenting in front of large groups--experience training or teaching adults/volunteers is a plus
- Ability to work with diverse clients, volunteers, and staff to create a friendly, helpful atmosphere
- Ability to work equally well on independent projects as well as on collaborative, team projects
- Positive and optimistic attitude, good problem-solving skills

## Description of Physical Demands

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- Must be able to navigate an active construction site, including: climbing stairs and ladders, standing, lifting, and carrying for extended periods of time over difficult terrain.
- The majority of time will be spent in the office; they must be able to use a computer and phone for extended periods of time.
- Must be able to lift 25 pounds on a regular basis as part of their responsibilities to complete direct hands-on repairs and assist with the delivery of tools and materials.
- Must be able to lift 25 pounds on a regular basis as part of their responsibilities to bring materials to meetings, such as boxes of pamphlets, screen and projector, etc.
- They must be able to travel independently to meetings in the community and in client homes

- They will assist with several rebuilding days during the term—as such they must be able to walk, climb stairs, stand, lift, and carry for extended periods of time.

## Other Requirements

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- Access to reliable transportation for daily commute
- Access to reliable transportation for regular travel during the work day as part of core responsibilities
- Comfort with traveling via public transportation throughout the work day (or willingness to learn)
- Use of a personal vehicle is recommended due to inadequate public transportation
- Use of a personal vehicle is not recommended due to heavy local traffic and/or tolls—public transportation will get you most of the places you need to go
- Valid driver’s license and driving record to allow use of affiliate-owned or –rented vehicles or trucks
- Comfort backing up a vehicle with a trailer (or willingness to learn)

## Background Check

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CapacityCorps members are required to pass an FBI criminal background check with fingerprints, applicable state background checks, and an NSOPW check. For more information about disqualifying findings, visit our FAQ’s on our website, [www.rebuildingtogether.org/capacitycorps](http://www.rebuildingtogether.org/capacitycorps).

## Prohibited Activities

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AmeriCorps members may not engage in any of the AmeriCorps Prohibited Activities (see below) directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed below. AmeriCorps members will not recruit or coordinate volunteers for the purposes of raising funds for his/her living allowance, Rebuilding Together’s general operating expenses, or write grant applications for funding provided by CNCS or other federal agencies.

Any volunteer recruitment, training, management, or coordination listed above as completed by the AmeriCorps member pertains to volunteers engaged in work directly related to rebuilding project implementation only.

### **AmeriCorps Prohibited Activities**

Prohibited Activities. While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities (see 45 CFR § 2520.65):

- 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 proselytization;
- h) Providing a direct benefit to—
  - i) A business organized for profit;
  - ii) A labor union;
  - iii) A partisan political organization;
  - iv) A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
  - v) An organization engaged in the religious activities described in paragraph 3.g. above, unless CNCS assistance is not used to support those religious activities;
- i) Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;
- j) Providing abortion services or referrals for receipt of such services; and
- k) Such other activities as CNCS may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

#### Citations:

- 45CFR § 2520.65 - [http://www.americorps.gov/help/ac\\_sn\\_all\\_2012/WebHelp/index.htm](http://www.americorps.gov/help/ac_sn_all_2012/WebHelp/index.htm)
- 2012 AmeriCorps Provisions IV.D.3 - <https://egrants.cns.gov/provisions/ACProvisions2012.pdf>