



Rebuilding Together CapacityCorps

AmeriCorps Client and Program Coordinator



Host Site: Rebuilding Together El Paso
AmeriCorps Program: CapacityCorps
Title: AmeriCorps Client and Program Coordinator
Location: El Paso, Texas

About Our Community

Rebuilding Together El Paso is a fast growing organization in El Paso, receiving great support from Community Development and City Council. El Paso is the 19th city in the USA, but also the 8th poorest of the bigger cities. We can further grow the impact of our organization by strengthening the cooperation with community partners and expanding the Community Revitalization outreach. We see adding the position of AmeriCorps Client and Program Coordinator as a next step in building sustainability of the organization.

Summary of Position

The AmeriCorps Client and Program Coordinator oversees all aspects of running a program of Rebuilding Together, from meeting with clients to developing scopes of work, or from presenting to volunteer groups to managing inventory. This position is a great opportunity for someone who likes every day to be different and seeks experience in nonprofit program coordination. The AmeriCorps Program Coordinator meets with clients, activates community volunteers, organizes logistics, oversees rebuilding projects, collects data and compiles program reports. The AmeriCorps Program Coordinator is involved in all aspects of our organization and work as part of our team to increase our capacity, efficiency, and quality of services.

Essential Duties and Responsibilities

- Pursue a robust client and volunteer outreach strategy that will increase awareness of the program 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.
- Oversee the client application process for the program, 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.
- Collaborate with staff to place volunteers with appropriate rebuilding projects or secure contractors, schedule projects and develop project timelines, get tools and materials on site, and meet with clients to ensure they know what to expect on project day.

- Oversee general volunteers in completing direct hands-on repairs. Ensure that volunteers are trained in their task and have access to tools/materials, that proper safety procedures are being followed, that the work product is of good quality, and that volunteers enjoyed and feel appreciated for their service.
- Arrange purchase and delivery of crucial project needs, including: tools and materials, personal protective equipment, dumpsters and other rented items, water and snacks. Maintain a system for warehouse inventory to allow bulk purchasing, the reuse or repurposing of tools/materials, and an efficient supply chain. Ensure routine maintenance of Rebuilding Together-owned tools between projects.
- Maintain a record-keeping system for program services, including client and project data. Evaluate program data and create reports on progress toward program goals. Complete any paperwork and file closeout for each rebuilding project within the program.
- Develop and coordinate trainings, resources, and presentations on healthy housing for both homeowners and volunteers. Encourage community and homeowner attendance through outreach strategies. Trainings such as these leverage our work by promoting community awareness of housing issues and empower people to perform routine home maintenance and reap the benefits.
- Interview or survey homeowners after project complete onto 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.
- Identify and meet with organizations and neighborhood associations to increase client applications and ensure accurate referral information.
- Contribute client-focused content to social media and newsletter.

Knowledge, Skills, and Abilities

Preferred

- Experience with database, inventory, and barcoding systems or willingness to learn
- Experience with construction methods, home repair, and housing issues
- Comfort with speaking and presenting in front of large groups--experience training or teaching adults/volunteers is a plus
- Ability to work equally well on independent projects as well as on collaborative, team projects
- Bachelor's Degree or relevant life/work experience.
- English and Spanish proficiency

Required

- Volunteer service experience; managing or coordinating other volunteers is a plus
- Proficient with Microsoft Word, Excel, and use of internet
- Ability to function in a fast-paced, collaborative environment where each team member must balance being organized and detail-orientated with being flexible and keeping up with changing scopes of project work
- Ability to communicate in clear and encouraging language with a diverse community and staff—in writing, in person, and over the phone
- English and Spanish proficiency

Description of Physical Demands

- 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.
- 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

- Access to reliable transportation for daily commute
- Use of a personal vehicle is recommended due to inadequate public transportation
- Valid driver's license and driving record to allow use of affiliate-owned or –rented vehicles or trucks

Background Check

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.

Prohibited Activities

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;



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- 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
- 2012 AmeriCorps Provisions IV.D.3 - <https://egrants.cns.gov/provisions/ACProvisions2012.pdf>