



Rebuilding Together CapacityCORPS

AmeriCorps Outreach Coordinator



Host Site: Rebuilding Together of Greater Charlotte
AmeriCorps Program: CapacityCORPS
Title: AmeriCorps Outreach Coordinator
Location: Charlotte, NC

About Our Community

Charlotte is a thriving, opportunity-rich community that continues to attract over 60 new residents each day, however, those economic opportunities have not been in reach for so many of our citizens. In 2013, a Harvard University/UC Berkeley study uncovered the gravity of Charlotte's inequities and ranked our community 50th out of 50 in economic mobility among the largest U.S. cities—specifically the ability of a child born in the bottom income quintile to rise to the top income quintile as an adult.

Lack of access to safe, affordable housing is a leading factor inhibiting social and economic mobility and health in our community. Housing prices continue to rise while wages remain low, causing low-income homeowners to have to choose between basic necessities and critical home maintenance and repairs. We currently have a deficit of approximately 34,000 affordable housing units for people earning 60 percent or more below of the Area Median Income (AMI.) With rapidly gentrifying neighborhoods, investors are buying up our existing affordable single-family homes when vulnerable homeowners lack the resources to keep their homes safe and healthy. Each home our program repairs is another one preserved for our community now and in the future.

Our city and many other organizations are forming innovative programs and collaborations to both preserve and create affordable, safe and healthy housing. There is a lot of work to be done, but it is a critical and exciting time to be at the table and engaged in this transformational work.

Summary of Position

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

- 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 the application 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 larger 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

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)

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

- 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 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

- Access to reliable transportation for daily commute
- Access to reliable transportation for regular travel during the work day as part of core responsibilities
- 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;
- 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>