



Rebuilding Together CapacityCORPS

AmeriCorps Client Coordinator



Host Site: Rebuilding Together Metro Chicago
AmeriCorps Program: CapacityCORPS
Title: AmeriCorps Client Coordinator
Location: Chicago, Illinois

About Our Community

Our Mission

In the spirit of volunteerism and community partnership, Rebuilding Together Metro Chicago improves the homes and neighborhoods residents in need so they may continue to live in warmth, safety and comfort.

How We're Unique

Meet Basic Needs & Serve the Under-served: Our programs allow clients to use their limited budget for basic essentials like food and medication, rather than costly home repairs. We do not require sweat equity and never charge for our services. **Holistic Approach:** We address the needs of each home and its occupants, with a focus on health and safety. **Exceptional Business Model:** Every \$1 we receive turns into \$3.25 worth of services to residents in low-income neighborhoods-- resulting in \$2 million in community reinvestment every year.

How We Work

Our repair work is performed by an all-volunteer labor force at no cost to our clients. Since 1991, we have partnered with local government, corporations, trade unions, and civic groups to repair over 1,600 homes and 250 nonprofit facilities in local communities. The culmination of our home repair program occurs on National Rebuilding Day, always the last Saturday in April. Teams of volunteers mobilize in partnership with communities to repair homes and improve neighborhoods.

Give Back Day

Teambuilding volunteer opportunities for our corporate partners to repair and improve schools, community centers and shelters, and have a sustainable impact upon the recipient agency and neighborhood.

Safe at Home

Low-cost, high-impact home modifications enable homeowners to live safely in their homes for years to come. Our volunteer teams provide grab bars, CO and smoke detectors, railings, and other accessibility and safety repairs.

Summary of Position

The AmeriCorps Client Coordinator oversees all aspects of the client experience of receiving services from Rebuilding Together. They strive to build trust within the community and awareness among targeted populations most in need of our services. The AmeriCorps Client Coordinator is the primary point of contact for clients, ensuring a high level of client communication and support throughout the

application, intake, project, and close-out stages. The AmeriCorps Client Coordinator meets with clients applying for services and after project wrap-up to complete project evaluations and make referrals to other community service organizations and agencies, as appropriate.

Essential Duties and Responsibilities

- Pursue a robust client outreach strategy that will increase awareness of our services among our target populations, including seniors, veterans, and individuals with disabilities. Outreach methods will include: create and distribute materials (such as brochures and flyers), tabling at resource fairs, and presenting to community groups.
- Serve as main point of contact for clients before, during, and after services are completed on their homes.
- Receive and review applications from potential clients, talk with clients over the phone and complete initial site visits to get more in-depth information about the client's needs. Once the application is complete, make recommendations on appropriate program services.
- Identify and meet with organizations and neighborhood associations to increase client applications and ensure accurate referral information.
- Ensure clients sign all necessary paperwork and agreements when opening and closing projects. Accurately track client information to support internal communication and planning.
- Interview or survey homeowners 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.
- 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 checking in with clients throughout the project day, assisting with set up/tear down, and other behind-the-scenes project logistics.

Knowledge, Skills, and Abilities

Preferred

- As this role will be interacting with clients and community members regularly, familiarity with or an interest in the issues concerning living in urban low-income communities is preferred
- Experience with managing or working alongside volunteers
- General knowledge of construction skills and housing needs
- Bachelor's Degree or relevant life/work experience
- Ability to sustain high-level of activity on project event days
- Comfortable with public speaking and presenting to large groups

Required

- Ability to compose professional written communications for a variety of audiences
- Proficient in Microsoft Word, Microsoft Excel, and internet
- Ability to communicate in clear and encouraging language with a diverse community and staff

- 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

Description of Physical Demands

- Must be able to navigate an active construction site, including: climbing stairs and ladders, standing, and lifting.
- Significant 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 30 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 20 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 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
- Comfort with traveling via public transportation throughout the work day (or willingness to learn)
- 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.



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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:



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- 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>