Rebuilding Together CapacityCorps
AmeriCorps National Rebuilding Day Client Coordinator

Host Site: Rebuilding Together Metro Chicago
AmeriCorps Program: CapacityCorps
Title: AmeriCorps National Rebuilding Day Client Coordinator
Location: Chicago, Illinois

About Our Community

*Our Mission:* Repairing homes, revitalizing communities, repairing lives.

In the spirit of volunteerism and community partnership, Rebuilding Together Metro Chicago improves the homes and neighborhoods of people in need so they may continue to live in warmth, safety and comfort. Since 1991, we have repaired nearly 1,900 homes and 285 community facilities, with the assistance of tens of thousands of volunteers. We work in partnership with communities, corporations, trade unions, service clubs, and volunteers, with an overall goal to improve the homes and neighborhoods of disadvantaged residents. We have found that our efforts, particularly when concentrated within a small geographic area, are sustainable and often act as a catalyst for additional neighborhood improvements.

Rebuilding Together Metro Chicago is an affiliate of Rebuilding Together, a national organization dedicated to providing critical home repairs, modifications and improvements. Collectively, Rebuilding Together affiliates have completed work on more than 100,000 homes and engaged 3.4 million volunteers to deliver $1.3 billion in market value since its founding in 1988.

We approach our mission with the understanding that home ownership is an important factor in the stabilization and preservation of neighborhoods. However, there continues to be a growing number of homeowners who cannot afford to make repairs necessary for them to remain in their homes. Many homeowners are also unable to improve accessibility problems in their homes to help overcome age limitations and disabilities. When home repair is not possible, it is difficult for those affected to remain in their neighborhoods. Many homeowners, especially elderly residents who have lived in their homes for many years, are consequently forced to leave the stability of their homes and communities. Rebuilding Together Metro Chicago is committed to assisting residents, whether they are long-time homeowners interested in preserving their investment, or new owners trying to make their new home a safe and livable one. By focusing on specific neighborhoods each year, and collaborating with other community revitalization initiatives, Rebuilding Together Metro Chicago is able to maximize and sustain its positive impact on the lives of local community residents.

Summary of Position

The AmeriCorps National Rebuilding Day Client Coordinator oversees all aspects of the client/homeowner experience of receiving critical repair services from Rebuilding Together through our National Rebuilding Day Program. On National Rebuilding Day, teams of volunteers are mobilized to work in partnership with the community to repair homes and improve neighborhoods of local
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Residents so they may continue to live in warmth, safety and independence. Each year, in preparation for National Rebuilding Day, Rebuilding Together Metro Chicago recruits and trains sponsor teams, identifies and screens homeowner applicants, raises private funds for building materials, and coordinates the logistics of a volunteer effort that encompasses over 3,000 people. They strive to build trust within the community and awareness among targeted populations most in need of our services. The AmeriCorps National Rebuilding Day 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 National Rebuilding Day Client Coordinator meets with clients 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.
- Contribute client-focused content to social media and newsletter.
- 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

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
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Preferred
- As this role will be interacting with clients and community members regularly, familiarity with the community 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
- Comfortable with public speaking and presenting to large groups
- Experience using Salesforce

Description of Physical Demands
- 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.
- Ability to sustain high-level of activity on project event days

Other Requirements
- Access to reliable transportation for daily commute
- 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

Program Location
AmeriCorps Members will have the opportunity to learn and travel through the city of Chicago while assisting our clients. Our offices are the Uptown Neighborhood of Chicago, and while we work throughout Cook County, and majority of our clients live on the south and west side of city in neighborhoods like Englewood, Auburn Gresham, Lawndale, and Austin.

Program Benefits
- Opportunity to address housing issues hands-on in your community.
- Work with and support 49 other AmeriCorps members across the country.
- Living allowance of $15,000 over an 11-month term of service, which amounts to $681 twice per month before taxes.
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- Health insurance including dental and vision plans.
- Education Award of TBA May 2020 (was $6,095 for 2019) for qualifying education expenses or loans, upon completion of the term of service.
- Federal student loan forbearance and interest accrual payment.
- Positions are eligible for Public Service Loan Forgiveness.

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: