Host Site: Rebuilding Together Miami-Dade
AmeriCorps Program: CapacityCorps
Title: AmeriCorps Client Coordinator
Location: Miami, Florida

Our Community

Miami is known for its cultural diversity, beautiful beaches, exciting nightlife, and lively arts scene; however, there is so much more to our community than meets the eye.

Despite our reputation for glitz and glam, Miami has one of the nation’s largest wage gaps and is the fifth most unaffordable housing market. The scale of Miami-Dade County’s affordability problem is considerable—nearly 420,000 households are cost-burdened, and severely cost-burdened households (earning 30% or less of Area Median Income) are the fastest growing segment.

Rebuilding Together Miami-Dade repairs and modifies homes for Miami-Dade County’s most vulnerable homeowners. Our efforts preserve affordable home-ownership, fight gentrification, stabilize communities, and ensure the safety and health of residents. We currently serve all of Miami-Dade County, but have an especially strong presence in West Coconut Grove, Leisure City, and Florida City.

No two communities are the same so we approach each neighborhood with thought and intention, always listening to the homeowners needs before forming a plan of action. We hope to find AmeriCorps members passionate about housing who show an interest in exploring equity, diversity, and inclusion while serving.

Summary of Position

The AmeriCorps Client Coordinator oversees all aspects of the client/homeowner experience of receiving critical repair services from Rebuilding Together Miami-Dade. They strive to build trust within the community and awareness among populations with the greatest need for 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 works with a diverse group of homeowners from a variety of backgrounds. No two days are exactly the same as each homeowner brings a unique set of needs and personality to the table. In addition to working with homeowners, the Client Coordinator works closely with the rest of the Rebuilding Together Miami-Dade team to effectively communicate the homeowners’ needs and story to contractors, volunteers, community partners, and media outlets.

A successful AmeriCorps Client Coordinator will be a strong, patient, and empathetic individual with a passion for serving vulnerable populations and advocating on their behalf in the community. Our ideal candidate has a strong backbone, is detail oriented, and very comfortable working with diverse populations.
Rebuilding Together CapacityCorps
AmeriCorps Client Coordinator

Essential Duties and Responsibilities

Programs (70%):

**Critical Skills:** Accountable, detail-oriented, patient, emotionally intelligent, compassionate and empathetic, strong organizational skills

- Advocate for homeowners to both outside organizations and internally with staff
- Interview prospective homeowners and assist with application for programs and services
- Oversee and ensure complete documentation and tracking of files necessary for proof of program eligibility; input client data/upload documents into organization’s Master List, Salesforce, and Dropbox
- Write homeowner bios and present prospective client cases to Executive Team for acceptance into RTMD programs
- Act as a reliable point of contact for the client throughout the rebuilding process; ensuring client understands where they are located in the program pipeline at all times
- If client has a critical need, not provided by RTMD, research and refer to other organizations who may be able to assist
- Track client progress and report to team members at weekly staff meeting
- Help evaluate program impact and effectiveness

Projects (20%):

**Critical Skills:** Excellent communicator, highly organized, strong critical thinking, good at setting priorities and managing time

- Follow-up with homeowners, contractors, and handymen to ensure project completion and quality
- Communicate homeowners’ critical needs with Construction & Executive Team
- Track projects progress and keep homeowners abreast of the status of their repairs
- Assist project management team with volunteers build days

Other (10%):

**Critical Skills:** Able to work with others

- Work with Development Director to accurately communicate the stories of homeowners
- Occasionally assist with social media efforts

Knowledge, Skills, and Abilities

**Required**

- A flexible and non-judgmental approach to people; comfortable working with diverse populations
- High emotional intelligence with an ability to quickly and positively establish rapport and credibility, gain confidence, and develop meaningful relationships with diverse individuals from a variety of backgrounds
- Impeccable organizational and time management skills
- Desire to learn and excel in a fast-paced, team-oriented office environment
- Proficient in Microsoft Suite; particularly Excel

**Preferred**

- As this role will be interacting with clients and community members regularly, familiarity with the community is a plus
- General knowledge of social media platforms Facebook, Instagram, and Twitter
Rebuilding Together CapacityCorps
AmeriCorps Client Coordinator

- Salesforce experience a plus
- Spanish speaking a huge plus

Description of Physical Demands

- The majority of time will be spent in the office; 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

Other Requirements

- Access to reliable transportation for daily commute and occasional travel during the work day as part of core responsibilities
- Use of a personal vehicle is recommended due to inadequate public transportation

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.
- 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](http://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: