Host Site: Rebuilding Together Miami-Dade  
AmeriCorps Program: CapacityCorps  
Title: AmeriCorps Volunteer 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 Volunteer Coordinator represents Rebuilding Together Miami-Dade (RTMD) in the community and builds relationships with volunteer groups and community leaders. They are responsible for all aspects regarding volunteers, including: developing and fostering relationships, promoting opportunities to get involved, and tracking volunteer data.

The AmeriCorps Volunteer Coordinator will oversee volunteer logistics, pump up volunteers about our mission, and ensure a strong flow of communication with program and construction teams before, during, and after volunteer projects. As the main point of contact for volunteers, the AmeriCorps Volunteer Coordinator must be comfortable leading group orientations, expressing thanks, discussing the ongoing need for safe, healthy, and affordable housing, and articulating Rebuilding Together’s ongoing need for support.

A successful AmeriCorps Volunteer Coordinator will be an outgoing, creative individual with a passion for serving vulnerable populations and advocating on their behalf in the community. Our ideal candidate is comfortable in both an office environment and working alongside volunteers on active construction sites.

Essential Duties and Responsibilities

Communications (70%):
Rebuilding Together CapacityCorps
AmeriCorps Volunteer Coordinator

- Serve as the main point of contact for multiple volunteer groups and respond to volunteer requests, questions, or general inquiries via email and phone in a timely fashion
- Proactively communicate with construction and client service departments to assess operation requirements, manpower planning, and volunteer skill level; schedule volunteer groups accordingly
- Regularly update Rebuilding Together Miami-Dade’s website with available volunteer opportunities and project details
- Share stories from volunteer sites and recognize outstanding volunteer groups or individuals in our monthly e-newsletter
- Solicit and analyze volunteer feedback via Survey Monkey in order to improve the volunteer experience
- Generate quality content for social media and community presentations that succinctly and appropriately communicates our story
- Register, track, and maintain volunteer contacts in Salesforce

Volunteer Events (20%):
- Conduct on site orientations for volunteer groups--clearly communicate the homeowner’s story to volunteers, educate volunteers on history of the neighborhood, and share the history and work of Rebuilding Together Miami-Dade
- Work alongside volunteers on job sites; maintaining a professional, upbeat attitude
- Take photos and record videos on Rebuilding Together Miami-Dade volunteer sites and organize photo and video archives for use in publications and social media
- Encourage groups to stay engaged with Rebuilding Together Miami-Dade by returning to volunteer, communicating our mission to their network, or referring a homeowner in need
- Assist Development Director with event logistics for large-scale volunteer events (i.e. ordering porta-lets, event tents, scheduling dumpsters and POD deliveries, meals, etc.)
- Maintain a clean, safe and organized work site
- Celebrate exemplary service by nominating volunteers for awards and organizing celebration events

Community Outreach (10%):
- Table community resource/volunteer fairs and represent Rebuilding Together at community forums, coalition meetings, etc. Through these means, identify ways to partner together for volunteer events.

Knowledge, Skills, and Abilities

Required
- A flexible and non-judgmental approach to people; comfortable working with diverse populations
- Ability to quickly and positively establish rapport and credibility, gain confidence, and develop meaningful relationships with both volunteers and partnering agencies to create a friendly, helpful atmosphere
- Ability to work equally well on independent projects as well as on collaborative, team projects
- Ability to work on multiple tasks in a growing and changing environment, with flexibility and adaptability
- Proficient in Microsoft Office
- Excellent written and verbal communication skills
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AmeriCorps Volunteer Coordinator

Preferred
- Volunteer service experience; managing or coordinating other volunteers is a plus
- Experience using Canva to create brochures, flyers, social media posts, etc. for volunteer events is a plus
- General knowledge of Google Suite and social media platforms (Facebook, Twitter, and Instagram)

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.
- Must be able to travel independently to meetings in the community
- Will assist with rebuilding days throughout the term—as such they must be able to walk, climb stairs, stand, lift, and carry 35 lbs as part of their responsibilities to complete direct hands-on repairs

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.

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:
Rebuilding Together CapacityCorps
AmeriCorps Volunteer Coordinator