



Rebuilding Together CapacityCORPS

AmeriCorps NRD & Team Build

Client Services Coordinator



Host Site: Rebuilding Together Peninsula

AmeriCorps Program: CapacityCORPS

Title: AmeriCorps NRD & Team Build Client Services Coordinator

Location: Redwood City, CA – SF Bay Area

About Our Community

Rebuilding Together Peninsula (RTP) serves low-income, elderly, and disable homeowners, as well as community facilities serving low-income communities, in the San Francisco Bay Area. We are located between the San Francisco and Silicon Valley affiliates, specifically serving San Mateo County and Northern Santa Clara County. Each year we serve more than 150 low-income homeowners and 25 community facilities through our National Rebuilding Day, Team Build, and Safe at Home programs. These programs are supported by a team of 11 full-time staff members, with support from local contractors and approximately 2,000 community volunteers per year.

Summary of Position

The AmeriCorps National Rebuilding Day (NRD) and Team Build Client Services Coordinator oversees all aspects of the client experience of receiving NRD and Team Build Repair Program services from Rebuilding Together Peninsula. Our NRD and Team Build programs rely significantly on volunteer and sponsor support, with guidance from RTP staff. The AmeriCorps NRD and Team Build Client Services Coordinator will strive to build trust within the community and awareness among targeted populations most in need of our services. The AmeriCorps NRD and Team Build Client Coordinator is a critical point of contact for clients, ensuring a high level of client communication and support throughout the application, intake, project, and close-out stages. In particular, they are responsible for data collection and analysis related to our Healthy Housing activities, including surveys and photos. The AmeriCorps NRD and Team Build Client Services 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 to reach out to potential homeowner and community facility applicants, 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.



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- Serve as the primary point of contact for clients during and after services are completed on their homes to assist with related paperwork and data collection efforts, including RRP paperwork, Healthy Housing surveys and Before/After photos.
- 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

Preferred

- As this role will be interacting with clients and community members regularly, familiarity with the community is preferred.
- Bilingual in Spanish a plus
- 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
- Spanish language is a plus but is not required

Required

- Ability to compose professional written communications for a variety of audiences, including social media (Facebook, Twitter, e-Newsletter)
- Proficient in Microsoft Word, Microsoft Excel, and internet
- Ability to communicate in clear and encouraging language with a diverse community and staff
- Experience with database systems or willingness to learn
- 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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Description of Physical Demands

- The majority of time will be spent in the office; the AmeriCorps Client Coordinator 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.
- 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.
- Must be able to lift 15 pounds on a regular basis as part of their responsibilities to bring materials to meetings, such as boxes of pamphlets, screen and projector, etc.

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):



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- 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>