About Our Community
RTP believes everyone deserves to live in a safe and healthy home regardless of race, religion, or the zip code in which they live. Each year we serve nearly 200 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 1,500 community volunteers per year. Despite the wealth in Silicon Valley and, in many cases because of it, California is home to the highest population of homeless in the United States. In San Mateo County, where approximately 90% of our clients are located, an increasing number of low-income residents are considered to be experiencing housing instability, defined as someone whose housing costs exceed 30% of their salary. And people experiencing housing insecurity are almost three times more likely to be in frequent mental distress than those who have secure housing. Research shows emotional strain from physical environments directly influence the onset and severity of diseases such as asthma. The average household income of an RTP homeowner is $30K in a county where a family of four with an income below $128,960 is considered low-income (80% Area Median Income).

Fifty percent of RTP homeowners served last year were elderly. Most had purchased their home over 20 years ago. More homeowners we have served in recent years are providing housing to family members as well, adding to more crowded housing conditions. And, of course, there is the emotional toll of displacement and living with the threat of displacement which affects mental wellbeing, sense of belonging and community cohesion. Last year, RTP repaired over 200 homes and community facilities with the help of our staff (including two in-house repair techs) and over 1,500 volunteers. And, with the support of generous long-time donors and board members, at our bi-annual gala we raised enough support to repair entire roofs for several families at an average cost of $20-30K each. Many of the homes we repaired sit in the shadows of tech giants like Facebook and Google, a painful reminder of the growing gap between rich and poor that has come with the extraordinary job growth here over the past decade. We are so proud of our impact, of our good relationships with the affiliates to the north, east and south of us, how our work continues to bring people together from all walks of life, and of how we continue to rebuild lives among a swath of the most vulnerable among us.

Summary of Position
The AmeriCorps Client Coordinator oversees all aspects of the client/homeowner experience of receiving critical repair 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 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, 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
- 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

**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
Description of Physical Demands

- Must be able to navigate an active construction site, including: climbing stairs and ladders, standing, lifting, and carrying for extended periods of time over difficult terrain.
- The majority of 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 35 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 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.
- Ability to sustain high-level of activity on project event days.

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)
- Use of a personal vehicle is recommended due to inadequate public transportation
- Use of a personal vehicle is not recommended due to heavy local traffic and/or tolls—public transportation will get you most of the places you need to go
- Valid driver’s license and driving record to allow use of affiliate-owned or –rented vehicles or trucks
- Comfort backing up a vehicle with a trailer (or willingness to learn)

Program Location

RTP serves San Mateo County and parts of Santa Clara County. San Mateo County is located in the Bay Area and is bordered by the Pacific Ocean to the west and San Francisco Bay to the east. Within its 455 square miles, San Mateo and Santa Clara Counties are home to some of the most spectacular and varied geography in the United States, including redwood forests, large open space parks, farmland, tidal marshes and beaches. San Mateo County, with a population of 760,000 people, more than a third of whom were born outside the US, is known for its mild climate and scenic vistas. As of 2017, the population is roughly 40% white, 30% Asian, and 40% Latino. Silicon Valley has long been the center for innovation, home to biotech, computer software and social media giants like Genentech, Facebook, Google, Linked In and Apple. There are 20 cities within San Mateo County, each governed by its own city council. The median household income is $100K and the median home value at over $1M. In addition, rental rates and construction costs are the highest in the country. (The median rental price is
Our work is all the more critical for stabilizing neighborhoods and helping low income homeowners age in place. Fortunately, RTP is able to offer housing for a nominal fee to our AmeriCorps, as we own a four-bedroom home, conveniently located and completely renovated just a few years ago. It is accessible to, but not very near public transportation, so the AmeriCorps do need to have a reliable form of 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.
- Housing is provided at our AmeriCorps House in East Palo Alto, including a fully furnished bedroom available in shared housing with other AmeriCorps members serving with RTP.
- 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):
Rebuilding Together CapacityCorps
AmeriCorps Client Coordinator

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: