



# Rebuilding Together CapacityCorps

## AmeriCorps Project Coordinator



Host Site: Rebuilding Together Silicon Valley  
AmeriCorps Program: CapacityCorps  
Title: AmeriCorps Outreach Coordinator  
Location: San Jose, CA

### About Our Community

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Rebuilding Together Silicon Valley serves San Jose and surrounding communities in Santa Clara County. The home repair needs are widespread throughout the county, with our focus on meeting the needs of low-income seniors and/or people with disabilities who've raised a family in their home of many years and want to remain independent in their home as long as their health will allow. Their limited income now only provides barely enough for food and medication, so they just haven't had the resources to keep up their home. Our average homeowner is a 72 year old widow who has lived in her home for 26 years; her average income is \$1766 per month, just over 20% of median income. 62% of our homeowners live in mobile homes, the only 'affordable' housing option in our area.

Santa Clara County consists of 1300 square miles and nearly 2 million people. 13% of these folks are over 65 years old, over 66% are Veterans, and at least 8% are below poverty level. The areas of need are spread out over the entire county, without one neighborhood or area of town known as low-income. This along with the unmet housing needs in an area of such affluence creates quite a challenge in terms of finding the needs and meeting them. Our AmeriCorps member is critical in helping get the word out into the community and address these unmet needs.

### Summary of Position

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The AmeriCorps Outreach Coordinator strives to build trust and awareness among targeted client populations most in need of our services and activate the local community to get involved. They identify and implement outreach strategies and techniques to increase homeowner applications, engage volunteers (both skilled and unskilled), and build community partnerships. The AmeriCorps Outreach Coordinator is a primary point of contact for all clients and volunteers, and ensures a good flow of communication before, during, and after the project.

### Essential Duties and Responsibilities

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- Develop and maintain community partnerships to support a strong pipeline of volunteers to participate in rebuilding events, including: conduct research to identify potential partners, coordinate and participate in outreach meetings, and serve as main point of contact with partners for volunteering matters.
- Pursue a robust client and outreach strategy that will increase awareness of our services among our target populations, including: attending community meetings and other events; creating and

distributing materials; contributing client- and volunteer-focused content for social media, newsletter, and website; presenting at community organizations and tabling at resource and volunteer fairs.

- Speak with interested homeowners before the application to answer their questions about our programs and provide client referrals to appropriate community service organizations and agencies.
- Collaborate with staff to place volunteers with appropriate rebuilding projects, schedule projects and develop project timelines, get tools and materials on site, and other logistical concerns.
- Maintain the system for tracking current and interested rebuilding volunteers: communications and intake; skill, interest, and availability; past project attendance and upcoming project registrations.
- Manage our Ramp & Lift Program by visiting sites where we've installed a wheelchair ramp/lift, inspecting the equipment, confirming appropriate use by homeowner, and completing paperwork with client.
- Create continuous and sustainable rebuilding volunteer engagement through a variety of media (social media, newsletter, and volunteer search engines, as well as brochures, flyers, and other printed materials). Contribute volunteer-focused content to tell the stories of our homeowners and the impact our volunteers and partners have had on their homes and lives.
- 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 registering volunteers, checking in with homeowners throughout the project day, coordinating volunteer logistics such as lunches and bathrooms, assisting with set up/tear down, and taking photos.

## Knowledge, Skills, and Abilities

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### Preferred

- Experience with construction, home repair, and housing issues
- Ability to work on multiple tasks in a growing and changing environment, with flexibility/adaptability
- Volunteer service experience; managing or coordinating other volunteers is a plus.
- Able to absorb complex information quickly and communicate that information effectively
- Well-organized, detail-oriented, self-motivated, flexible
- Ability to compose professional written communications for a variety of audiences, including social media (Facebook, Twitter, e-Newsletter)
- Experience working with aging populations is a plus.

### Required

- Bachelor's degree or equivalent work/volunteering experience
- Proficient in Microsoft Word and Excel or similar
- Solid interpersonal skills and ability make connections and build relationships with both volunteers and clients

- Comfort with speaking and presenting in front of large groups--experience training or teaching adults/volunteers is a plus
- Ability to work with diverse clients, volunteers, and staff to create a friendly, helpful atmosphere
- Ability to work equally well on independent projects as well as on collaborative, team projects □  
Positive and optimistic attitude, good problem-solving skills

## Description of Physical Demands

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- 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.
- 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.

## Other Requirements

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- 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

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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

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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.



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## Citations:

- 45CFR § 2520.65 - [http://www.americorps.gov/help/ac\\_sn\\_all\\_2012/WebHelp/index.htm](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>