



# Rebuilding Together CapacityCORPS

## AmeriCorps Client Coordinator



Host Site: Rebuilding Together South Sound  
AmeriCorps Program: CapacityCORPS  
Title: AmeriCorps Client Coordinator  
Location: Tacoma, Washington

### About Our Community

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Many of our clients live in homes that are 50 years old, on average. Older homes are more likely to need repair, characterized by missing siding, broken windows, holes in the foundation, a sagging roof or holes in the floor, or experience water leakage from the outside, exposing residents to health risks from mold and other allergens. Older homes have several times the risk of fires caused by electrical wiring. In addition, older homes pose significant health and safety risks to older adults and people with disabilities who need well maintained homes and basic modifications to prevent falls.

- 53% were living with disabilities, many of which require significant home modifications to increase access and mobility, such as exterior ramps, widened doorways, or wheel-in showers.
- 45% were over the age of 62. Seniors often have specific housing needs, such as accessibility modifications or safety adjustments to correct dangerous conditions like steep staircases, uneven flooring, and unsafe bathrooms.
- 6% were veterans. Military families face a range of housing challenges, many of which stem from service-related disabilities, and they are exposed to the same issues of home retrofit un-affordability experienced by other Americans with disabilities, making home modifications needed to live safely in their homes difficult to afford.
- 16% were families with children. The safety and health of a home is particularly important for children as they are most vulnerable to lead exposure and asthma, two common health risks created by deferred maintenance and substandard housing. Housing-related health problems that begin in childhood have a lasting, lifelong impact; correcting housing deficiencies helps fight against chronic conditions, preventing them before they start.

Come build your skills and help us serve the most vulnerable people in our community.

### Summary of Position

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The AmeriCorps Client Coordinator oversees most aspects of the client experience for Rebuilding Together South Sound. 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. They identify and implement outreach strategies and techniques to increase homeowner applications, engage volunteers (both skilled and unskilled), and

build community partnerships. The AmeriCorps Client Coordinator is involved in many aspects of our organization and works as part of our team to increase our capacity, efficiency, and quality of services.

## Essential Duties and Responsibilities

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- Pursue a robust client outreach strategy that will increase awareness of our services among our target populations. Outreach methods will include: create and distribute materials (such as brochures and flyers), tabling at resource fairs, and presenting to community and partner 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 phone interviews to get more in-depth information about the client's needs. Once the application is complete, make recommendations on appropriate program services.
- 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.
- 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.
- Support other AmeriCorps members and staff during preparation and execution of Rebuilding Day and other project days. 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.
- Assist in coordinating and installing grab bars in homes of vulnerable homeowners.

## Knowledge, Skills, and Abilities

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### Preferred

- Experience with database systems or willingness to learn
- General knowledge of construction skills and housing needs
- Comfort with speaking and presenting in front of large groups--experience training or teaching adults/volunteers is a plus
- Ability to work equally well on independent projects as well as on collaborative, team projects
- Ability to sustain high-level of activity on project event days
- Volunteer service experience; managing or coordinating other volunteers is a plus

### 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

### Description of Physical Demands

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- 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 climb a full flight of stairs.
- Must be able to lift 25+ pounds on a regular basis as part of their responsibilities to assist with direct hands-on repairs and delivery of tools and materials.
- 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; use of a personal vehicle is recommended due to inadequate public transportation
- Access to reliable transportation for regular travel during the work day as part of core responsibilities

### 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.

#### 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>