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

About Our Community
Rebuilding Together South Sound is located in Tacoma, Washington and provides critical home repair services to our neighbors living in all of Pierce County and the cities of Federal Way and Auburn. 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.

- 58% 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.
- 60% 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.
- 16% 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.

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

Summary of Position
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

- 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, which may include home evaluations and physical work at a home. 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

**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**

- Experience with database systems or willingness to learn
- General knowledge of construction skills and housing needs
Rebuilding Together CapacityCorps
AmeriCorps Client Coordinator

- 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

Description of Physical Demands

- 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

- 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

Program Location

Tacoma is Washington State’s 3rd largest city with just over 215,000 people. Tacoma is a city with a long history of blue collar industry and has a large artist and craftsmanship culture. It’s home to Point Defiance which is the 2nd largest city park in the country, urban/guerrilla art in the form of Beautiful Angle posters and Tacoma Rocks, and Stadium High School which was featured in the 90’s teen classic 10 Things I Hate About You. Tacoma is located in Pierce County which extends from portions of the Olympic Peninsula to Mt Rainier National Park; our service area is urban, suburban, and rural.

Pierce County is home to Washington State’s highest peak Mount Rainier (14,411’), and the National Park, Joint Base Lewis-McChord a combined Army/Air Force base, and Chambers Bay Golf Course, home of the 2015 US Open. Our area is unique in a lot of ways – amazing geography, deep connections among local governments and social services, caring and active community members, slowly navigating a better public transportation system while going through cycles of rapid growth, and an economy that is balancing new tech industry money and the demand for family wage jobs. We're close to everything – about 1 hour to Seattle or Olympia, 2 hours to the mountains or the beach, 3 hours to Portland or
Canada (if you time it right for traffic's sake). It does rain here. A lot. But the summers are splendid and there's something magical about the way the fog hovers in the evergreens in the winter.

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.
- Additional High Cost of Living Stipend: $100/month
- 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](http://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;
Rebuilding Together CapacityCorps  
AmeriCorps Client Coordinator

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: