Host Site: Rebuilding Together Tampa Bay  
AmeriCorps Program: CapacityCorps  
Title: AmeriCorps Safe and Healthy Homes Client Coordinator - Hillsborough  
Location: Tampa, FL – Hillsborough Main Office

About Our Community

Rebuilding Together Tampa Bay provides housing rehabilitation services across Hillsborough and Pinellas Counties. Over the last 20 years, we have focused our work on neighborhoods and communities in great need. We rebuilt homes in Hillsborough County’s Tampa Heights Neighborhood, Progress Village and Palm River Clair Mel. Sulphur Springs (Hillsborough County), one of our Building Healthier Neighborhoods, has been a great success. Over the course of nine years, 60 homes have been rebuilt and we now offer our affordable housing program to first-time homebuyers. Recently, RTTB has implemented our Building Healthier Neighborhoods Program in West Tampa. In December 2019, our staff and subcontractors beautified Rey Park and its Recreation Center, doubling the number of children who use the facilities.

From 2009 to 2014, Rebuilding Together Tampa Bay rebuilt 63 homes in the Bartlett Park and Campbell Park Neighborhoods of St. Petersburg, Florida. Last year, we implemented our Safe and Healthy Homes Program in Pinellas County, focusing on our Healthy Homes for Children Program. This program provides minor repairs for homeowners who have children with severe respiratory conditions. The children in our program have reported reduced numbers for emergency room visits, even taking less prescribed medications for their Asthma and Allergies. This program is expanding to focus on Lealman, a Community Redevelopment Area in Pinellas County.

Summary of Position

The AmeriCorps Safe and Healthy Homes Client Coordinator oversees the client/homeowner experience of receiving critical repair services through Rebuilding Together Tampa Bay’s Safe and Healthy Homes Program. They strive to build trust within the community and awareness among targeted populations most in need of our services. The AmeriCorps Safe and Healthy Homes 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 Safe and Healthy Homes 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 Safe and Healthy Homes Program in Tampa 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 a 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.
• Identify and meet with schools, 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
• Learn about the Safe and Healthy Homes Program to provide complete accurate information about the services offered through Rebuilding Together Tampa Bay.
• 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.
• Adaptable and motivated to provide support were needed in the Hillsborough County Office.

Preferred
• As this role will be interacting with clients and community members regularly, familiarity with the Tampa community is preferred.
• Advanced problem-solving skills, with the ability to find local resources and services quickly for clients.
• 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.
• Experience with Data Management, and meeting data collection timelines.
• Fluent in the Spanish, but not a requirement for the position.
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 hot humid conditions.
- Must be able to lift up to 50 pounds on project event days 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 10 pounds on a regular basis as part of their responsibilities to bring materials to meetings, such as boxes of pamphlets, freebies and signage, etc.
- They must be able to travel independently throughout the Tampa Bay area to meetings in the community and to 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 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.
- Comfort backing up a vehicle with a trailer (or willingness to learn).

Program Location

The Tampa Bay Area is a metropolitan community located on the Gulf of Mexico, with over 3 million residents living in Hillsborough and Pinellas Counties. Tampa, the 3rd largest city in Florida, is home to the Tampa Bay Lightning and Buccaneers. Each year pirates from the many local Krewes invade the Port of Tampa during Gasparilla. The rich history of Tampa includes the origins of the Cuban Sandwich, cigar rolling in Ybor City, and Henry B. Plant's narrow-gauge South Florida Railroad. St. Petersburg, located in Pinellas County, is nicknamed "the Sunshine City" because it averages more days of sun than any other city in the country. St. Pete, as locals call it, is home to the Rowdies Soccer Team and Tampa Bay Rays. An artist's enclave, St. Pete has one of two Salvador Dali Museums in the World. The rich history of St. Pete includes the birth of commercial aviation after Jannus Landing, the bike friendly Pinellas trail, and a 100-year-old Shuffleboard Club.

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.
Rebuilding Together CapacityCorps
AmeriCorps Safe and Healthy Homes Client Coordinator

- 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):

- Attempting to influence legislation;
- Organizing or engaging in protests, petitions, boycotts, or strikes;
- Assisting, promoting, or deterring union organizing;
- Impairing existing contracts for services or collective bargaining agreements;
- Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- 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;
- 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;
- 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: