AmeriCorps National Position Description

Affiliate/Host Site Name: Austin Habitat for Humanity

Program: AmeriCorps National

Member Role: Volunteer Services Coordination

Will members engage in any of these programs?
- ☑ Disaster Recovery
- ☑ Neighborhood Revitalization
- ☐ Veterans/Military Families
- ☐ None

Service Week (days/times): Tuesday – Saturday, 7:30 AM – 4:30 PM (some weekends and evenings as needed for special events)

Direct Supervisor Name: Maria Darr

Will this member be actively building on the construction site at least one day per week? ☐ No ☑ Yes

Goals (position’s goals in relation to the project as a whole, as well as the impact the project will have in the community)

We partner with families to open doors together – whether building a house, repairing a roof, or leveraging our capabilities to provide a hand up to a neighborhood block. Our affiliate is performing at our highest level to date with over 7,000 volunteers, 400 homes built or rehabilitated, and most importantly, 400 partner families served. Volunteers provide the hearts, hands and voices to complete our ambitious build schedule.

The Volunteer Services Coordinator will be performing three main functions. First s/he will ensure there are enough volunteers and supervision from the Crew Leaders for each build day. Second, s/he will help to grow the volunteer department. The member will collect detailed information on who is and who is not volunteering. This helps the affiliate to apply for additional grants as well as helps us to build upon what we do well and reach out to who is not volunteering. Third s/he will be one of the front line faces to advance our partnerships with youth and youth groups.

In 2018 alone, Austin Habitat seeks to engage over 7,000 volunteers successfully in our new construction, home repair program, and ReStore programs. As a benchmark for success, the total number of volunteers engaged- will be an initial statistic for measurement. Additionally, the member will participate in survey implementation and ongoing work to support and refine systems aimed at improving the program and the experience it provides to the community volunteers. The member will secure six new lunch sponsorship participants to stabilize the Regulars volunteer lunch program. The member will participate in the implementation of VolunteerHub in our ReStore volunteer program, in order to improve the program, volunteer data quality, and most importantly the experience it provides to the community. The member will support two volunteer appreciation events (National Volunteer Appreciation week and the Annual Volunteer Appreciation Party). Lastly, the member will assist in our Volunteer Engagement programatic goals during their term.

Outputs: Measurable targets must be included and should be targeted **PER MEMBER**. Please use the shared outputs below, inserting “0” if not applicable.

- **600** volunteers will be recruited and/or managed by this AmeriCorps member in the building, rehabilitation, or repair of homes (repairs include ABWK, Weatherization, Critical Home Repair)
- **35** homes will be built, rehabilitated or repaired in partnership with low-income families and individuals by this AmeriCorps member and volunteers (repairs include ABWK, Weatherization, Critical Home Repair)
- **75** individuals (adults and children) will be provided housing services by this AmeriCorps National member
  - o 5 individuals affected by a disaster
  - o 2 individuals who are veterans, active military, or their family members

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### Responsibilities of the position

- Assist with volunteer management including orientations, maintenance of database, volunteer tracking, and follow up for opportunities in construction, office, Community Home Center, family services, special events, and with other needs.
- Work with construction staff to fulfill daily tasks needed to ensure successful volunteer build day: signing volunteers in, providing orientation and safety briefing, helping to put away tools with volunteers at end of day, ordering necessary volunteer supplies.
- Develop written volunteer position or assignment descriptions, as needed.
- Develop and implement effective recruitment messaging.
- Visit the build site to observe and gain an understanding of tasks in which volunteers are asked to participate. Occasionally participate in building alongside volunteers.
- Schedule and communicate affiliate needs with all assigned individual volunteers and volunteer groups (ex. crew leaders, Campus Chapters, and Collegiate Challenge).
- Assist in coordination of campus chapter groups and non-construction youth group projects.
- Maintain communications with volunteers through a monthly volunteer eNewsletter and by updating Volunteer portions of affiliate website with current information.
- Plan and execute the annual Volunteer Appreciation Party and National Volunteer Appreciation Week events.
- Develop new and revise old volunteer recognition tools.
- Devise and implement volunteer experience survey. Analyze results.
- Continue existing and develop new partnerships with community businesses and organizations to provide in-kind donations for collegiate challenge, volunteer picnic and other volunteer services.*
- Attend community outreach programs to promote volunteer opportunities, including events targeted at the military and veteran communities and senior community. Secure and manage affiliate presence at volunteer fairs.
- Participate in AHFH departmental meetings; contributing to decision-making process and strategy.

*Note activities involving the ReStore and fundraising are limited to no more than 10% of a member’s total time. Please consult with your HFHI program specialist if you have questions about allowable activities.

### Required Meetings, Trainings and Events: Minimum expectations are outlined below, with the understanding that further trainings may be required as determined by HFHI, CNCS or the host site.

- On Site Orientation to local host site
- First Aid/CPR
- HabitatLearns “Foundations of Habitat” series
- Lockton Safety Courses
- Build-a-Thon (spring)
- National Days of Service (MLK Day required, 9/11 Day of Remembrance and AmeriCorps Week encouraged)
- HFHI Host Site Monitoring Reviews and periodic check-in calls
- Monthly meeting with HSM (minimum)
- Bi-weekly meeting with direct supervisor (minimum)
- Life After AmeriCorps training (LAFTA)
- Staff meetings, Board meetings and home dedications, as appropriate
- Annual staff/AmeriCorps team build day
- Individual and/or group professional development trainings may be available based on AmeriCorps interest, HSM/supervisor recommendation and budget
- Host Site Events: The Homes for the Holidays Blitz (held during the last week of November and the first week of December).

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- Annual Volunteer Appreciation Event
- House Dedica
  tions; Participation in these events will be in line with AmeriCorps program regulations/restrictions.

Education/Experience/Knowledge/Skills

Required:
- Valid Driver’s License and ability to meet host site’s insurance requirements.
- Microsoft Office Suite (especially Word/Excel)

Preferred/Helpful:
- Knowledge of, and willingness to promote, the mission and activities of Habitat for Humanity and AmeriCorps
- Ability to work with a diverse group of people
- Detail oriented, highly organized, and attention to detail
- Strong written and verbal communication skills
- Strong computer skills, working knowledge of Microsoft Office
- Public speaking experience preferred
- Experience working with volunteers or teaching/group facilitation experience preferred
- Experience working as a member of a team
- Project management experience preferred
- A second language is highly desirable, with preferred languages being Spanish.
- Team focused and strong customer service orientation

Physical requirements for this position

- Ability to sit at a desk and computer for extended periods of time
- About 20% of this position requires outreach in the community, including visiting buildings and homes that may have stairs
- Ability to maneuver on a construction site (over dirt, rocks, piles of materials, etc) in order to sign in and greet volunteers
- Ability to lift 35lbs
- Ability to work in varying weather conditions – sites are often not heated during winter and not air-conditioned during summer. While the position is primarily in the office, member will be on site regularly to greet volunteers.
- Ability to speak to a crowd of 30 or more without a microphone

Service Site Environment: Please describe type of office space, computer and communication equipment, internet and email access, construction tools, etc. that will be provided for the AmeriCorps member(s). Please note AmeriCorps members are prohibited from serving in a home office:

Member will primarily serve in an open-space office and will share space with other staff and/or AmeriCorps members. Each member will have a desk, computer (with email and internet access), and a phone for service-related tasks. Shared resources include a printer, copy machine, fax machine as well as office supplies. On volunteer days, member will be on the active construction site to greet and sign in volunteers.

Personal vehicle required? □ No  ☑ Yes If yes, provide explanation detailing necessary usage of vehicle. If member will be using a company vehicle, also include in the details:

Some travel is required for this position. Public transportation options are limited in our community so access to a

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personal vehicle is required to get to and from service, as well as any required meetings. Approved service-related mileage (beyond commuting to and from service) will be reimbursed per the affiliate’s policy.

An affiliate-owned vehicle is available for member to use for service-related meetings and community outreach.

Habitat.org posting blurb: Include a description of your site that can be used when posting on Habitat.org. Include city, state, selling points of your site and the geographical area, additional benefits you offer (ex. housing, transit voucher, etc.), what the member will get out of serving a year with your site (skills, etc.), and your website.

Austin Habitat for Humanity has been hosting AmeriCorps members for the last 10 years. Our members provide leadership on our job sites while engaging and empowering often large diverse groups of volunteers in order to creating affordable housing in the greater Austin area. During their service, our members receive several trainings that contribute to their professional development and job proficiency. Members earn a deep understanding of poverty and housing issues by connecting first-hand in the fight against poverty. At AHFH our members work closely with over 8,000 volunteers each year and since 1985 our affiliate has built more than 400 homes and repaired more than 250 existing homes.

Even before the U.S. News & World Report named Austin the best place to live in the U.S. in 2017, we were known as the “The Live Music Capital of the World” with one of the fastest growing populations in the country. We have plenty of music, food, and film to keep you entertained in your off time. Close to city center, you can go for a stroll along the hike and bike trail, explore the green belt or paddleboard in Lady Bird Lake. Join our Habitat family and make lifelong friends while building strong, stable, and self-reliant communities in Travis County. [www.austinhabitat.org](http://www.austinhabitat.org)