

Volunteer services coordinator

AmeriCorps National position description



Host site (local Habitat organization)	Habitat for Humanity-MidOhio
Program	AmeriCorps National
Member role	Volunteer services coordination
Host site manager	Deb Light
Direct supervisor	Deb Light
Service week (days/times)	Tuesday-Saturday, 8:30am to 5:00pm with occasional evenings/Sundays
Will member engage in any of the following?	<input type="checkbox"/> Disaster response <input checked="" type="checkbox"/> Neighborhood revitalization <input type="checkbox"/> Veterans or military families <input type="checkbox"/> None
Will member be actively building on the construction site at least one day per week?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Goals

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 one of our highest levels with a goal of 108 homes built, rehabilitated, or repaired, and most importantly, 108 partner families served in fiscal year 2021. Volunteers provide the hearts, hands, and voices to complete our ambitious build schedule as well as assist in various areas to carry out Habitat’s mission off the build site.

The volunteer services coordinator will help recruit, train, schedule, and recognize volunteers while growing the volunteer base and advancing individual and group partnerships. The member will assist with volunteer management, including orientation, maintenance of database, volunteer tracking and follow-up opportunities in construction, office work, ReStores, deconstruction, family services, special events and other needs that may arise. The member may also focus on specific impact areas, such as neighborhood revitalization, disaster recovery, veteran outreach, etc.

Outputs

250	Volunteers will be recruited and/or managed by the AmeriCorps member in the building, rehabilitation or repair of homes. (Repairs include A Brush with Kindness, weatherization, critical home repair.)
0	Homes will be built, rehabilitated or repaired in partnership with low-income families and individuals by the AmeriCorps member and volunteers. (Repairs include A Brush with Kindness, weatherization, critical home repair.)
0	Total individuals (adults and children) will be provided housing services by this AmeriCorps member.

0	Individuals affected by a disaster that are included in the total number above.
0	Individuals who are veterans, active military or their family members that are included in the total number above.

Responsibilities

- Assist with volunteer management including orientations, maintenance of database, volunteer tracking and follow up for opportunities in construction, office, ReStore, deconstruction, family services and special events with other needs.
- Improve volunteer resource database through updated contact information for volunteers who can assist with specific needs.
- Attend community outreach programs to promote volunteer opportunities, including events targeted at the military, veteran and senior communities, HYP (Habitat Young Professionals), Women Build, and other specialized and skilled volunteer groups to help fill affiliate needs. Secure and manage affiliate presence at volunteer fairs.
- Work with volunteer services and construction staff to fulfill daily tasks needed to ensure successful volunteer build day – volunteer counts confirmed, workday information communicated, volunteers are signed in properly, orientation and safety briefing are provided as needed, volunteers are engaged if visiting site, safety guidelines are observed when on site, and sites are maintained.
- Assist with the development of written volunteer position or assignment descriptions, as needed.
- Assist in the development and implementation of effective recruitment messaging.
- Visit the build sites to observe and gain an understanding of tasks in which volunteers are asked to participate, occasionally building alongside volunteers.
- Schedule and communicate affiliate need with assigned individual volunteers and volunteer groups.
- Maintain communication with volunteers through volunteer e-newsletters and by updating volunteer-related areas of the affiliate website and individual and team volunteer manuals with current information as needed.
- Assist in the planning and execution of the annual volunteer appreciation banquet and other volunteer appreciation and recognition activities throughout the year.
- Assist in the development of new and the revision of old volunteer recognition tools.
- Assist in the collection of feedback through volunteer experience survey, analyzing the results that follow.
- Assist in the strengthening of existing and the development of new partnerships with community businesses and organizations to provide in-kind donations for volunteer appreciation activities and other volunteer services as needed
- Assist with Neighborhood Revitalization activities, such as Rock the Block, and other community events.

Activities involving the ReStore and fundraising are limited to no more than 10 percent of a member's total time. Please consult with your partner engagement specialist if you have questions about allowable activities.

Required meetings, trainings and events

- Onsite orientation to local host.

- First Aid/CPR.
- Habitat Learns – “Foundation of Habitat” online series, “Introductions to Ethics and Inclusion”, “Speak Up!”, “Advocacy: A Core Component”, “Residential Construction Basics” series, “Construction Safety” series, and “Habitat Serving Veterans”.
- Lockton safety online courses.
- Annual sponsored blitz build - Habitat AmeriCorps Build-a-Thon.
- National days of service:
 - Dr. Martin Luther King, Jr. Day (required).
 - Make A Difference Day and AmeriCorps Week.
- Host site monitoring reviews and periodic check-in calls.
- Weekly meeting with host site manager.
- Weekly meeting with direct supervisor, including completing a check in form each month
- Life After AmeriCorps training.
- Ongoing position related training.
- Monthly All Staff meeting, monthly volunteer team meeting, 1 board meeting as a team, 1 homeowner orientation, 1 homeowner selection committee meeting, at least 2 wall raising ceremonies, and at least 2 home dedications, and other meetings as appropriate.
- Choice of 1 safety committee meeting, 1 home maintenance class, or 1 home repair assessment or home visit.
- Quarterly staff or AmeriCorps team build days.
- Individual and/or group professional development trainings may be made available based on budget, member interest and recommendation of the host site manager or direct supervisor.
- Host site events (i.e. Volunteer Appreciation, and Habitat Alumni Build Day (spring)). Participation in these events will be in line with AmeriCorps program regulations.

Experience, knowledge and skills

Required

- Valid driver’s license and ability to meet host site’s insurance requirements.
- Experience with Microsoft Office Suite, especially Word and Excel.

Preferred

- Knowledge of, and willingness to promote, the mission and activities of Habitat for Humanity International and AmeriCorps.
- Ability to work with a diverse group of people.
- Strong written and verbal communication skills.
- Strong research skills.
- Detail oriented and highly organized.

- Experience working with volunteers, teaching or group facilitation.
- Experience working as a member of a larger team.
- Problem solving skills.
- Adaptable to change.
- Public speaking experience.
- Knowledge of community development practices.
- Project management experience.

Physical requirements

- Ability to sit at a desk and computer for extended periods of time.
- About (20) percent of this position requires outreach in the community, including visiting buildings and homes that may have stairs, as well as occasionally serving on project sites that may have uneven terrain and in all types of weather conditions.

Service site environment

Member will primarily serve in an open-space office and will share the area with other staff or fellow 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. Member will occasionally be engaged in community build or improvement projects, such as home builds, rehabs, home repairs, Rock the Block events, and community clean-ups, serving outside in various types of weather.

Will a **personal vehicle** be required? Yes No

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

HABITAT FOR HUMANITY INTERNATIONAL

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