



AmeriCorps National position description

Local Habitat organization	Habitat for Humanity-MidOhio
Host site manager	Deb Light
Direct supervisor	Lydia Prenger
Length of term of service	Full time for 10 ½ months
Service week (days/times)	Tuesday-Saturday, 8:30am to 5pm with occasional evenings or Sundays/Mondays
Is a personal vehicle required for service?	Yes
Will member be actively building on the construction site at least one day per week?	No

Homeowner & Community Outreach Coordinator, neighborhood revitalization

The Homeowner & Community Outreach Coordinator helps build and maintain the pipeline of homeowners by sharing in the efforts to recruit and educate qualified individuals and families. They serve as a point of contact as potential homeowners and home repair families go through the application process. Together with a homeowner selection committee, they help approve homeowners for a variety of housing products including new home construction, repair, or rehab of existing home projects. This member will help build out our recently created Homeowner Buddy app and homeowner portal on our website. In accordance with our strategic plan, this member will assist with community outreach efforts attending events, meetings, and in helping launch several soon-to-be expanded homeowner programs into the community. This position will not only enhance the experience of partner families in the queue, but it will also assist in broadening our reach into the communities we serve.

Service activities

- Help in building out Homeowner Buddy app and launch with Habitat homeowners.
- Build out the homeowner portal on our website to create a log in landing page, populate it with homeowner related resources, sweat equity forms, useful information, and other relevant content, and load community events to the calendar.
- Create a manual for families on how to use both Homeowner Buddy app and homeowner portal, navigate the system, and update information.
- Assist with Truist Momentum online financial literacy program, including engagement, follow up, and quarterly tracking.
- Assist with Partnership Group engagement, bringing back in person opportunities, classes, and other related opportunities to get involved in their community.
- Help launch an expanded homeowner maintenance class program into the community.
- Attend community events, booths, and meetings as well as participate in door to door outreach to share Habitat information and recruit families.
- Coordinate existing programs to recruit homeowner applicants for traditional homeownership opportunities or for expanded housing products such rehab or repair.
- Assist Homeowner Services staff in responding to homeowner intake phone line calls and emails inquiring about homeownership in a timely manner, and promptly mail informational packets to prospective applicants.

- Conduct applicant orientations and assist individuals and families throughout process of completing the housing application.
- Assist in the management of the homeowner intake process, including tracking and maintaining homeowner inquiries and application process through department database.
- Assist with assembling, distributing, and review application packets.
- Attend homeowner selection committee meetings as needed.
- Work with the homeowner services staff members to provide educational opportunities to homeowner families and expand opportunities into the community.
- Work with current partner families to capture and create family biographies and stories to be shared with stakeholders and follow back up with current homeowners to capture impact and family updates.
- Build relationships and partner with residents, local agencies, elected officials, and community stakeholders. These partnerships will help identify areas where host site housing and community development solutions can intersect with the community's identified aspirations.
- On occasion, build alongside homeowner families on their first time on a construction site to help introduce them to the process and help families feel more comfortable in this new setting as they complete their homeownership requirements.
- Engage neighbors surrounding our builds and assist with Rock the Block planning, neighbor recruitment, and implementation.

Member development

AmeriCorps National members' training may not exceed 20% of their aggregate hours.

Required meetings, trainings, and events

- Onsite orientation to local host.
- First Aid/CPR.
- Habitat Learns.
- Lockton safety online courses.
- National days of service:
 - Dr. Martin Luther King, Jr Day
 - Make A Difference Day
 - AmeriCorps Week
- Weekly meeting with host site manager.
- Weekly meeting with direct supervisor, including completing a check in form each month.
- Homeowner and repair recruitment activities and events.
- Life After AmeriCorps training.
- Ongoing position related training.
- Monthly All Staff meeting, monthly homeowner selection committee meeting, 1 board meeting as a team, at least 2 wall raising ceremonies, 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.
- ABA mortgage training/MPAR (HFHI).
- Quarterly staff or AmeriCorps team build days.
- Individual and/or group professional development trainings may be available based on AmeriCorps interest, host site manager/supervisor recommendation and budget.
- Host site events, including World Habitat Day Cultural and Volunteer Recognition event, Habitat AmeriCorps Alumni build day (spring). Participation in these events will be in line with AmeriCorps program regulations/restrictions.

Experience, knowledge and skills

Minimum requirements

- AmeriCorps members must be a U.S. citizen, national or lawful permanent resident.
- AmeriCorps members must be at least 18 or older.
- AmeriCorps members must have a high school diploma or GED.
- AmeriCorps members may have recurring access to vulnerable populations and must satisfy the National Service Criminal History Check eligibility criteria.

Preferred qualifications

- 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, instructing individuals or facilitating groups.
- Experience working as a member of a team.
- Public speaking experience.
- Knowledge of community development practices a plus
- Project management experience a plus
- Leadership experience.
- Adaptable to change.
- Ability to work independently/self-starter.
- Basic experience with Microsoft Office Suite, especially Word, Excel, and Access databases.

Physical requirements

- Ability to sit at a desk and computer for extended periods of time.
- About 30% 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.
- Ability to lift up to 25lbs repeatedly.
- Ability to stand for extended periods of time.
- Ability to handle short periods of high stress.

Service site environment

Member will primarily serve in an open-space office and will share the area with other staff and/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 Rock the Block events, community clean ups, on-site work, and serving outside in a various types of weather. Members will be exposed to various construction-related substances such as sawdust, paint, etc., and will be provided with appropriate safety equipment.