

Volunteer services coordinator

AmeriCorps National position description



Any changes or updates to a member's position description must first be approved by your partner engagement specialist.

Host site	DuPage Habitat for Humanity
Program	AmeriCorps National
Member role	Volunteer services coordination
Host site manager	Jim Fessler
Direct supervisor	Director of Community Engagement – Jennifer Taff
Service week (days/times)	Tuesday-Saturday 9:00 – 5:00 with occasional evening and Sunday events.
Will member engage in any of the following?	<input type="checkbox"/> Disaster response <input checked="" type="checkbox"/> Neighborhood Revitalization <input checked="" 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 our highest level to date with over 3,000 volunteers, 22 new builds, 10 Critical Home Repairs (CHRs), 15 A Brush With Kindness (ABWK) projects, and 1 rehab during the service term, with a total of 48 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 building upon the efforts of last year's AmeriCorps Volunteer Coordinator. First, they will ensure there are enough volunteers and supervision from the Crew Leaders for each build day. They will also assist in providing a positive volunteer experience to everyone who attends. Second, they 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. They will also help to recognize volunteers through tracking and recognition. Third, they will be one of the front line faces to advance our partnerships with youth and youth groups.

Outputs

*Measurable targets must be included and should be classified **per member**. These outputs may **not** be adjusted; the wording must remain as is for reporting purposes.*

3000	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.)
48	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.)
160	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.
4	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.
- Work with construction staff to fulfill daily tasks needed to ensure successful volunteer build day – signing volunteers in, providing orientation and safety briefing, helping put away tools with volunteers at the end of the day, and 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 building alongside volunteers.
- Schedule and communicate affiliate need 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.
- Improve volunteer resource database through updated contact information for volunteers who can assist with specific needs.
- Assist with the planning and the execution of the annual Volunteer Appreciation Holiday Party and Summer Picnic.
- Maintain communication with volunteers through a monthly volunteer e-newsletter and by updating volunteer-related areas of the affiliate website.
- Plan and execute the annual volunteer appreciation banquet.
- Develop new and revise old volunteer recognition tools.
- Devise and implement volunteer experience survey, analyzing the results that follow.
- Attend community outreach programs to promote volunteer opportunities, including events targeted at the military, veteran and senior communities. Secure and manage affiliate presence at volunteer fairs.
- Strengthening existing partnerships and developing new ones with community businesses and organizations to provide in-kind donations for Collegiate Challenge, volunteer picnic and other volunteer services.

- Track volunteer progress and milestones based on the amount of hours they have served.
- Assist with volunteer recognition on-site and through social media in conjunction with Special Events & Marketing Coordinator.

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

Minimum expectations are outlined below with the understanding that further trainings may be required, as determined by the host site, Habitat for Humanity International or the Corporation for National and Community Service.

- Onsite orientation to local host.
- First Aid/CPR.
- Habitat Learns – “Foundation of Habitat” online series.
- Lockton safety online courses.
- Annual sponsored blitz build - Habitat AmeriCorps Build-a-Thon.
- National days of service:
 - Dr. Martin Luther King, Jr. Day (required).
 - September 11th National Day of Service and Remembrance and AmeriCorps Week (encouraged).
- Host site monitoring reviews and periodic check-in calls.
- Monthly meeting with host site manager.
- Bi-weekly meeting with direct supervisor.
- Life After AmeriCorps training.
- Staff and board meetings and home dedications, as appropriate.
- Annual staff or AmeriCorps team build day.
- 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, including Women Build Events(Spring and Fall); Builder's Blitz (Spring), Executive Build (Summer), Volunteer Recognition BBQ (Summer), Golf Tournament (Summer), Builder's Breakfast (Winter), Volunteer Awards and Recognition Event (Winter), Third Party Events/Fundraiser support as needed. Participation in these events will be in line with AmeriCorps program regulations/restrictions

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.
- A second language is highly desirable, with preferred language being (language).
- 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 30 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.

Service site environment

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.

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.

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

Habitat.org posting**DuPage Habitat for Humanity**

Serve, learn, lead and explore just outside of Chicago. DuPage Habitat for Humanity has been hosting AmeriCorps members since 2011. Our AmeriCorps members play an integral role in providing leadership on our project sites, engaging volunteers to become champions for our mission, and creating new tools and systems to

build capacity. Our members are the ambassadors of DuPage Habitat for Humanity, interacting with over 3,000 volunteers, partner families and community stakeholders. During a year of service with DuPage Habitat for Humanity, AmeriCorps members gain insight to the inner workings of a non-profit organization and gain hands-on experience in leadership, public speaking and community development. Benefits beyond the AmeriCorps living allowance and education award include communal housing with other AmeriCorps members. In your off hours, there is so much to do in our community! Chicago and all that it provides is a short train ride away. DuPage County also has a number of great downtown areas with great dining, shopping and more. Social activities are also organized throughout the year for our AmeriCorps members – past events include: karaoke, concerts, pot-luck dinners and an outing to a Chicago White Sox games. DuPage County also has miles of trails and paths for enjoying the outdoors. Join our Habitat family and form lasting relationships, while creating affordable housing solutions with hard-working families in DuPage County.