



Rebuilding Together CapacityCORPS

AmeriCorps Client Coordinator



Host Site: Rebuilding Together Oakland County

Title: AmeriCorps Client Coordinator

Location: Farmington Hills, MI – Detroit metro area

About Our Community

Oakland County is the second largest county in Michigan, bordering Detroit in Wayne County. We have some of the wealthiest neighborhoods in Michigan along with some cities and neighborhoods struggling with similar issues as Detroit. In 2008 many of our key stakeholders moved their resources to Detroit. Since then we have been working to demonstrate that there are still homeowners in need in our community and that our organization can provide them support.

This year we served our 1000th homeowner in Oakland County and next year we will be celebrating our 25th year of service. Each year we utilize the help of 1000 volunteers through our signature Rebuild day event, Minor Home Repair program and year-round projects. This year on April 30, 2016 we completed 37 projects on the National Rebuild day. This year during our strategic planning session, our board made it a goal to become a year-round organization and try to spread out projects throughout the year not just primarily on Rebuild day. In order to make that happen, we need to increase the number of client applications we receive and increase our visibility in the community.

Summary of Position

The AmeriCorps Client Coordinator oversees all aspects of the client experience of receiving services from Rebuilding Together. They strive to build trust within the community and awareness among targeted populations most in need of our services. The AmeriCorps 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 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

- Oversee the client application process, including: assisting potential clients with the application, managing homeowner application intake, completing initial interviews with clients, completing home assessments, and tracking the client application/approval process in the database.
- Assist Program Manager with home inspections
- Pursue a robust client outreach strategy that will increase awareness of our services 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 main 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.
- Create and manage new financial literacy meeting with homeowners.
- Contribute client-focused content to social media and newsletter.
- Speak with interested homeowners before the application to answer their questions about our programs and provide referrals to appropriate community service organizations and agencies.
- Identify and meet with 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. Leave educational materials with homeowners about other agencies in area that may assist them.
- 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. They will also be asked to take photos and video during work projects and assist with posting to social media.

Knowledge, Skills, and Abilities

Preferred

- As this role will be interacting with clients and community members regularly, familiarity with the community is preferred
- Experience with managing or working alongside volunteers
- General knowledge of construction skills and housing needs
- Bachelor's Degree or relevant life/work experience
- Ability to sustain high-level of activity on project event days
- Comfortable with public speaking and presenting to large groups

Required

- 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

Description of Physical Demands

- The majority of time will be spent in the office; the AmeriCorps Client Coordinator must be able to use a computer and phone for extended periods of time.
- They must be able to travel independently to meetings in the community and in 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.

Other Requirements

- Access to reliable transportation for daily commute
- 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

Program Location

Our office is located in Farmington Hills in Oakland County, MI. We complete the majority of our projects in Southfield, Farmington Hills, Farmington, Commerce Twp, Highland, and Pontiac, This upcoming year our target areas for growth are Madison Heights, Hazel Park, Oak Park, and Pontiac. These are the areas in the greatest need. We have completed projects outside of our service area upon request from the National office. We completed projects in Davison and Owosso this year.

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.

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.



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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):

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



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- 45CFR § 2520.65 - http://www.americorps.gov/help/ac_sn_all_2012/WebHelp/index.htm
- 2012 AmeriCorps Provisions IV.D.3 - <https://egrants.cns.gov/provisions/ACProvisions2012.pdf>