

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 (local Habitat organization)	Flower City Habitat for Humanity
Program	AmeriCorps National
Member role	Volunteer services coordination
Host site manager	Ken Braley
Direct supervisor	Ken Braley
Service week (days/times)	Monday-Friday or Tuesday-Saturday, 9:00am-5:30pm, with occasional evenings or Saturdays
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

The volunteer services coordinator helps recruit, train, schedule and recognize volunteers while growing the volunteer base and advancing individual and group partnerships. The member assists 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 outreach to specific volunteer groups including faith, students, veterans, women, and young professionals. This member will work in coordination with an AmeriCorps member in a community outreach role, with this member's work focused specifically on the recruitment and engagement of volunteers.

Outputs

1000	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.)
15	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.)
45	Total individuals (adults and children) will be provided housing services by this AmeriCorps member.

3	Individuals who are veterans, active military or their family members that are included in the total number above.
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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, taking volunteer photos, tracking 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 Development & Volunteer Engagement Manager in maintaining communication with volunteers through a monthly volunteer e-newsletter and by updating volunteer-related areas of the affiliate website.
- Assist Special Events Manager in planning and executing 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 to specific volunteer groups such as faith groups, students, veterans, women, and young professionals. Secure and manage affiliate presence at volunteer fairs.
- Strengthen existing and newly developed partnerships with community businesses and organizations with a goal being to obtain in-kind donations for volunteer appreciation dinner and other volunteer services.

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 our annual gala, volunteer appreciation dinner and holiday luncheon. 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.
- Ability to work with a diverse group of people.
- Strong written and verbal communication skills.
- Detail oriented and highly organized.

Preferred

- Knowledge of, and willingness to promote, the mission and activities of Habitat for Humanity International and AmeriCorps.
- Strong research skills.
- 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 Spanish.
- 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.
- Ability to maneuver on a construction site (over dirt, rocks, piles of materials, etc.) in order to sign in and greet volunteers.
- 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

The member will primarily serve in an office with other staff and an AmeriCorps member. This member will have a shared office space within the larger affiliate office which will be shared with the member's direct supervisor. The 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 sites, or community clean up / A Brush With Kindness sites, to greet and sign in volunteers. Tools and safety gear will be provided.

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

If "yes," provide an explanation detailing necessary usage of vehicle. If member will be using a company vehicle, also include in the details:

Daily travel will be required for this position and a personal vehicle is required. The member's regular schedule will start the day at the construction sites in the morning and then they will travel to the office for the remainder of the day. The member will also attend regularly scheduled volunteer fairs and community events throughout the city of Rochester and Monroe County. Approved service-related mileage, beyond commuting to and from home, will be reimbursed per the affiliate's policy.

Habitat.org posting

Include a description of your site that can be used when posting on the Habitat website. Please include the following:

- www.rochesterhabitat.org
- Rochester, NY
- Monroe County, NY

If you share Habitat for Humanity's vision of a world where everyone has a decent place to live, we invite you to join us in Rochester, NY to build homes, community, and hope! Through your service, we will be able to serve more hard-working families by providing strength, stability, and self-reliance through shelter. We need YOU to make that happen!

Rochester, NY consistently rates near the top of national lists of cities with the highest rates of volunteerism and philanthropy. Come serve alongside Flower City Habitat and network with our many partner agencies in the fun and unique city of Rochester. Rochester is home to historic leaders like Susan B. Anthony and Frederick Douglass, a thriving arts community, countless renowned festivals, and the natural beauty of the Genesee River, Great Lakes,

and the Finger Lakes Region. Despite all the great things that Rochester has to offer, we have many neighbors who are being left behind. Join us as we expand our capacity and work to ensure that all of our neighbors have a safe, decent, and affordable place to live.

HABITAT FOR HUMANITY INTERNATIONAL

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