

Family services coordinator

AmeriCorps National position description



Host site (local Habitat organization)	Habitat for Humanity of Greater Sacramento
Program	AmeriCorps National
Member role	Family services coordination
Host site manager	Office Manager
Direct supervisor	Homeowner Services Manager
Service week (days/times)	Monday – Friday 8:30 a.m. to 5:00 p.m. with occasional evenings/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

This AmeriCorps Family Services Coordinator will be instrumental in helping HFHGS to continue to expand its community outreach in an effort to find qualified families for our homeownership programs. We are continuing to build roughly eight homes a year, and we are working to build our Home Repair Program, necessitating additional assistance in the Homeowner Services Department with outreach, the selection process, and maintaining strong relationships with our partner families. After our AmeriCorps Family Services Coordinator departs, the relationships formed by his or her outreach efforts will continue to result in increased knowledge about our homeownership and home repair opportunities, increased attendance at our orientation meetings, and increased volume of applicants. This member will also assist in strengthening partnerships with current and future HFHGS homeowners.

Outputs

*Measurable targets must be included and should be classified **per member**. Please use the shared outputs below, inserting the appropriate number in the left-hand column or "0" if not applicable. These outputs may **not** be adjusted; the wording must remain as is for reporting purposes.*

0	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.)
35	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.
5	Individuals who are veterans, active military or their family members that are included in the total number above.

Responsibilities

- Plan outreach to schools, community groups, corporations, governmental organizations, and faith based groups to recruit partner families for homeownership and home repair programs
- Conduct presentations when requested by various organizations in the community
- Serve as a liaison with the Homeowner Selection Committee and Homeowner Support Committee
- Assist in the coordination and/or presentation of orientations for interested homebuyers which may require work in the evenings or on Saturdays
- Assist with the HabiTours (volunteer orientations) and other affiliate meetings
- Maintain homeownership program mailing lists and organize family files
- Attend interviews with potential homeowners
- Assist in creating a sweat equity schedule with new homeowners, track Family Partner progress and report to the Homeowner Services Manager
- Collect required monthly financial documentation from Family Partners and create financial reports, provide to Homeowner Services Manager for review
- Attend Homeowner Sweat Equity Days (as assigned)
- Intervene and assist with a solution and plan for families delinquent with sweat equity hours (not on track to complete hours in a reasonable length of time).
- Provide reports on all ongoing outreach and family issues to senior management.
- Assist in recruiting and training key volunteers for the Homeowner Selection Committee
- Complete the reporting and timesheet requirements of the AmeriCorps program in a timely, accurate, and thorough manner.
- Arrive on time and ready to serve, and promote the mission, goals and values of the AmeriCorps program.

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.

- Read and understand the Homeowner Selection Committee and Homeowner Support AOMs, Department Policies and Procedures
- On Site Orientation to local host site
- First Aid/CPR
- HabitatLearns "Foundations of Habitat" series online
- Lockton Safety Courses online
- Build-a-Thon (Spring)
- National Days of Service (MLK Day required, 9/11 Day of Remembrance and AmeriCorps Week encouraged)
- HFHI Host Site Monitoring Reviews and periodic check-in calls
- Weekly Tuesday staff meetings which will provide updated information to senior staff regarding family sweat equity program, new applicants, and outreach statuses for each site and the responsibilities of each member during that week are discussed.
- Monthly meeting with HSM (minimum)
- Bi-weekly meeting with direct supervisor (minimum)
- Life After AmeriCorps training (LAFTA) which provides members with useful and practical skills and knowledge they will need to enter the job force after their AmeriCorps terms are concluded.
- Home Dedication attendance which provides positive, meaningful feedback that what the members do each day has impact on families.
- Hammy Awards Dinner attendance which provides insight into the large number of community organizations and individuals that support this affiliate, without whom HFHGS would not be able to complete its mission.

Experience, knowledge and skills

Required

- Valid Driver's License and ability to meet host site's insurance requirements.
- Microsoft Office Suite (especially Word/Excel)

- A self-starter, detail oriented, highly organized, results oriented
- Strong written and verbal communication skills
- Experience working as a member of a team
- Ability to work with a diverse group of people

Preferred

- Bachelor's Degree preferred
- Financial background preferred
- Knowledge of, and willingness to promote, the mission and activities of Habitat for Humanity and AmeriCorps
- Knowledge of the Sacramento community, its businesses, social service organizations and demographics a plus
- Experience working in a non-profit desirable
- Public speaking experience preferred
- Working knowledge of a language besides English is highly desirable, with preferred languages being Spanish, Russian, Hmong, or Arabic

Physical requirements

- About 25% of this position requires outreach in the community, including visiting families in their homes
- Must be able to lift up to 25 lbs of presentation materials and equipment
- Must be able to sit at a desk and work on the phone and computer for hours at a time

Service site environment

Members will serve in an open cubicle and will share office space with other staff and/or AmeriCorps members. It is expected that the shared work space is a positive working environment for all staff. 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.

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

The member will be required to have a vehicle to be able to outreach, visit our community partners, introduce the program and educate new potential families, and visit build sites to introduce family members to construction staff and volunteers. Member will also attend classes on credit, debt, etc. as part of the AmeriCorps learning process, and off-site family orientations. Member will be reimbursed for approved service-related mileage and any other travel expenses per our affiliate policy (beyond commuting to and from service).