

# Volunteer services coordinator

AmeriCorps National position description



<b>Host site (local Habitat organization)</b>	Habitat for Humanity of Greater Sacramento
<b>Program</b>	AmeriCorps National
<b>Member role</b>	Volunteer services coordination
<b>Host site manager</b>	Office Manager
<b>Direct supervisor</b>	Development Director
<b>Service week (days/times)</b>	Tuesday – Saturday, 7:30 AM – 4:00 PM with occasional evenings/Sundays
<b>Will member engage in any of the following?</b>	<input type="checkbox"/> Disaster response <input checked="" type="checkbox"/> Neighborhood Revitalization <input checked="" type="checkbox"/> Veterans or military families <input type="checkbox"/> None
<b>Will member be actively building on the construction site at least one day per week?</b>	<input type="checkbox"/> Yes <input 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 30,000 volunteers hosted, 146 homes built, over 40 homes repaired, and most importantly, over 200 partner families served. Volunteers provide the hearts, hands and voices to complete our ambitious build schedule.

The Volunteer Services Coordinator will be performing four main functions. First, s/he will ensure there are enough volunteers and supervision from the Crew Leaders for each build day. Second, s/he will help to sustain and grow the volunteer department by establishing relationships with individual volunteers and assisting them in signing up for jobsite and ReStore volunteer slots through CERVIS, the Affiliate's volunteer management database, as well as assisting as needed with our group volunteer events and team building program. As part of volunteer recruitment, the member will schedule, manage and lead Habitours as a form of orienting and engaging potential volunteers. The member will collect detailed information on who is and who is not volunteering, entering this statistical data into the Raiser's Edge database. This helps the affiliate to cultivate relationships with volunteers, as well as apply for additional funding. Third s/he will be in charge of managing our Crew Leader program; cultivating current crew leaders, recruiting new crew leaders, and ensuring existing crew leaders engage in ongoing training and are fully equipped to lead other volunteers in all aspects of home construction. Finally, the member will be responsible for managing and training office volunteers, who assist with database management and other clerical duties.

## 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.

<b>1000</b>	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.)
<b>0</b>	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.)
<b>0</b>	Total individuals (adults and children) will be provided housing services by this AmeriCorps member.
<b>0</b>	Individuals affected by a disaster that are included in the total number above.
<b>0</b>	Individuals who are veterans, active military or their family members that are included in the total number above.

## Responsibilities

- Fill the affiliate’s social media channels with impactful photos and stories of volunteers
- Assist with volunteer management including orientations, maintenance of databases (CERVIS, Raiser’s Edge), volunteer tracking, and follow up for opportunities in construction, office, ReStore\*, homeowner services, special events, and with other needs.
- Work with construction staff to fulfill daily tasks needed to ensure successful volunteer build day: conduct daily “HabiChats”, sign volunteers in, providing orientation and safety briefing, help to put away tools with volunteers at end of day, order necessary volunteer supplies, and help coordinate and deliver Team Build materials (lunches, refreshments, t-shirts).
- 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 participate in building alongside volunteers.
- Schedule and communicate affiliate needs with all assigned individual volunteers and volunteer groups (ex. crew leaders, Team Build participants, and Collegiate Challenge).
- Improve “volunteer resource database” with contact information for volunteers who can assist with certain needs.
- Maintain communications with volunteers through a monthly volunteer eNewsletter and by updating volunteer portions of affiliate website with current information.
- Assist in planning and executing the annual Hammy Awards Volunteer Appreciation Banquet.
- Develop new and revise old volunteer recognition tools.
- Devise and implement volunteer experience survey. Analyze results.

- Assist in providing volunteer content and photos on social media feeds (Twitter, Facebook, Instagram)
- Continue existing and develop new partnerships with community businesses and organizations to provide in-kind donations for collegiate challenge, volunteer picnic and other volunteer services.\*
- Attend community outreach programs to promote volunteer opportunities, including events targeted at the military and veteran communities and senior community. Secure and manage affiliate presence at volunteer fairs.
- Initiate and guide focus groups to improve existing volunteer engagement programs.

*\* Note activities involving the ReStore and fundraising are limited to no more than 10% of a member's total time. Please consult with your HFHI program 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.*

- On Site Orientation to local host site
- First Aid/CPR
- HabitatLearns "Foundations of Habitat" series
- Lockton Safety Courses
- 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
- Monthly meeting with HSM (minimum)
- Bi-weekly meeting with direct supervisor (minimum)
- Life After AmeriCorps training (LAFTA)
- HabitTours, Staff meetings, Board meetings and home dedications, as appropriate
- Annual staff/AmeriCorps team build day
- Individual and/or group professional development trainings may be available based on AmeriCorps interest, HSM/supervisor recommendation and budget
- Host Site Events, including Annual Fundraiser (September); Hammy's (January); Women Build (May); Team Builds, and Third Party Events. 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 20% of this position requires outreach in the community, including visiting buildings and homes that may have stairs
- 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**

Member will primarily serve in a cubicle 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.