

Volunteer services coordinator

AmeriCorps National position description



Host site (local Habitat organization)	Beaches Habitat for Humanity
Program	AmeriCorps National
Member role	Volunteer services coordination
Host site manager	Sarah Jared
Direct supervisor	Sarah Jared
Service week (days/times)	Tuesday – Friday, 7:00 AM to 4:30 PM; Saturday, 7:00 AM to 12:30 PM
Will member engage in any of the following?	<input type="checkbox"/> Disaster response <input checked="" type="checkbox"/> Neighborhood revitalization <input 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 checked="" type="checkbox"/> Yes <input 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, special events and other needs that may arise. The member may also focus on specific impact areas, such as neighborhood revitalization, faith-based partnerships, women, etc.

Outputs

300	Volunteers will be recruited and/or managed by the AmeriCorps member in the building, rehabilitation or repair of homes. (Repairs include home preservation, weatherization, critical home repair.)
1	Homes will be built, rehabilitated or repaired in partnership with low-income families and individuals by the AmeriCorps member and volunteers. (Repairs include home preservation, weatherization, critical home repair.)
2	Total individuals (adults and children) will be provided housing services by this AmeriCorps member.
	Individuals affected by a disaster that are included in the total number above.
	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, special events, and 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 (e.g., crew leaders, Women Build, faith-based groups, and Collegiate Challenge).
- Assist in coordination of projects, including: Collegiate Challenge, Bike & Build, Women Build, Interfaith Build, Habitat Young Professionals, and non-construction projects for youth.
- Improve volunteer resource database by updating contact information for volunteers who can assist with specific needs.
- Maintain communication with volunteers through a monthly volunteer e-newsletter, regular posting on social media, writing content for periodic blog posts and by updating volunteer-related areas of the affiliate website.
- Plan and execute the annual volunteer appreciation banquet.
- Develop new and revise existing volunteer recognition tools.
- Update and recommend improvements to 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 and developing new partnerships with community businesses and organizations to provide in-kind donations for Collegiate Challenge, Bike & Build and other volunteer services.
- Assist with planning and execution of on-site events, including home dedications, wall raising and ground breaking ceremonies, and CEO Build.
- Photograph and/or record volunteer events, construction site activities and other events for use on the affiliate website, social media, newsletter and other affiliate publications.

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.

- Host site monitoring reviews and periodic check-in calls.
- Monthly meeting with host site manager.
- Biweekly meeting with direct supervisor.
- Staff and board meetings, wall-raising and groundbreaking ceremonies, and home dedications, as appropriate.
- Onsite orientation by local host.

- First Aid/CPR training.
- Habitat Learns — “Foundation of Habitat” online series.
- Habitat Learns — “Conduct and Ethics” courses, “Introduction to Ethics and Inclusion” and “Speak Up!”
- Lockton safety online courses.
- Life After AmeriCorps training.
- 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.
- Habitat AmeriCorps Build-a-Thon — Annual sponsored blitz build.
- National days of service:
 - Dr. Martin Luther King Jr. Day — required.
 - September 11th National Day of Service and Remembrance — encouraged.
 - AmeriCorps Week — encouraged.
- Annual staff or AmeriCorps team build day.
- Host site events including Beach Bash fundraiser (October) and Builders Classic Golf Tournament (spring). Participation in these events will be in line with AmeriCorps program regulations.
- Daily construction team meetings to discuss volunteer need and upcoming schedule.
- Volunteer recognition events as a representative of Beaches Habitat.
- Collegiate Challenge, up to 6 weeks of Monday through Saturday construction activities during February and March.

Experience, knowledge and skills

Please use the example below as a reference point and adjust the messaging for your host site.

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 effectively 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 Spanish or French.
- Public speaking experience.

- Knowledge of community development practices.
- Project management experience.
- Knowledge of WordPress and Adobe Creative Suites or other design software
- Experience with photography and/or videography

Physical requirements

- Ability to sit at a desk and computer for extended periods of time.
- About 50% 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, as well as photograph volunteer events on the site.
- Ability to work in varying weather conditions – sites are often not heated during winter and not air-conditioned during summer. While this position is primarily in the office, the member will be on site regularly to interact with volunteers.

Service site environment

Member will primarily serve in a private. 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 site to greet and sign in volunteers, delivery snacks, and take photographs.

Member will occasionally be engaged in community build or improvement projects, such as community clean ups, serving outside in various types of weather.

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 Habitat organization's policy.

A Habitat-owned vehicle may be available on occasion for member to use for service-related meetings and community outreach.