



Rebuilding Together CapacityCORPS

AmeriCorps Client Coordinator



Host Site: Rebuilding Together Montgomery County
AmeriCorps Program: CapacityCORPS
Title: AmeriCorps Client Coordinator
Location: Gaithersburg, MD

About Our Community

The housing market in Montgomery County, Maryland, is characterized by soaring rents, low rental vacancy, and a real estate market that is incredibly unaffordable. The average annual income for our clients is \$16,000, an amount that is never enough to cover all of life's expenses. When it comes to basic needs such as food, transportation, medical care, and housing, our clients must regularly make difficult choices that result in covering some, but not all of these necessities. Home repair needs often go unaddressed because they're either too expensive overall, or items like healthcare and food take precedence, leaving our clients without enough left in the bank to finance the often life-saving safe and healthy home repairs they need. By addressing their home repair needs, we reduce housing costs and prevent our clients from losing what is typically the only affordable housing option available to them. Our work not only prevents homelessness, it preserves affordable housing, revitalizes entire communities, and allows our ever-growing elderly population to age-in-place.

Summary of Position

The AmeriCorps Client Coordinator oversees many aspects of the client experience with a heavy focus on intake and closing-out of clients' files. They strive to build trust within the community and awareness among targeted populations most in need of our services. The AmeriCorps Client Coordinator is an important 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 organizations and agencies as appropriate.

Essential Duties and Responsibilities

- Serve as an important point of contact for clients before, during, and after services are completed in their homes.
- Receive and review applications from potential clients, talk with clients over the phone if additional information is necessary, and schedule initial site visits to be conducted with Program Manager.
- Identify and meet with organizations and neighborhood associations to ensure accurate referral information.
- Ensure clients sign all necessary paperwork and agreements when opening and closing projects.

- Survey homeowners in person after project completion to capture their experiences with Rebuilding Together. Report findings to Program Team and participate in the conversation about improving our delivery, ensuring the highest quality services to homeowners.
- As a grassroots nonprofit, 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 setup/tear down, and other behind the scenes project logistics.

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 and contractors
- General knowledge of construction skills and housing needs
- Bachelor's degree or relevant work/life experience
- Client-centered attitude and approach to work
- Attention to detail including excellent recordkeeping skills
- Comfortable directing teams of volunteers

Required

- Proficiency with Microsoft Word, Microsoft Excel, and internet
- Ability to work professionally and compassionately with diverse individuals with a wide variety of home needs
- Ability to work independently to achieve established goals
- Ability to communicate in clear and encouraging language with a diverse community and staff
- Comfortable with speaking, directing, and presenting to large and small groups or willingness to learn

Description of Physical Demands

- Must be able to navigate an active construction site, including: climbing stairs and ladders, standing, lifting, and carrying for extended periods of time over difficult terrain.
- The majority of time will be spent in the office; they 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
- Comfort backing up a vehicle with a trailer (or willingness to learn)

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.

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;



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- 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:

- 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>