



# Rebuilding Together CapacityCORPS AmeriCorps



## Homeowner & Volunteer Coordinator

Host Site: Rebuilding Together New York City

AmeriCorps Program: CapacityCORPS

Title: AmeriCorps Homeowner & Volunteer Coordinator

Location: Brooklyn, New York

### About Our Community

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Rebuilding Together NYC (RT NYC) is a not-for-profit organization that preserves affordable housing, reskills individuals for careers in construction and creates opportunities for New Yorkers to revitalize community spaces. Our programs, offered at no cost to qualified recipients, include Critical Home Repairs, Accessibility Modifications, Community Center Renovations, and Construction Workforce Training and Job Placement Services.

The Housing Preservation program primarily serves owners of 1-4 unit homes located within NYC and provides critical home repairs and accessibility modifications. Eligibility criteria consider earning no more than 80% of the Area Median Income (AMI), no additional assets exceeding \$15,000 (apart from their home), homeowners' insurance, etc. 65% of homeowners are aged 65+, 70% have a pre-existing condition, and more than 70% are individuals of color.

The Careers in Construction (CIC) serves under- and un-employed residents, with household incomes at or below 70% of AMI. The program consists of a six-week pre-apprenticeship training designed to prepare students for union apprenticeships and careers in construction. In the last year, 62% of participants were public housing residents, 75% were men and 25% women, and 90% were individuals of color. Most participants are age 20-39.

### Summary of Position

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The AmeriCorps Homeowner & Volunteer Coordinator will improve our capacity to serve more homeowners and engage more volunteers through intake management, homeowner communication, and project logistics. The AmeriCorps Homeowner & Volunteer Coordinator will work under the discretion of the Housing Preservation Program Manager and with the Development Manager to build and develop relationships with non-profits and other organizations involved in home rehabilitation and preservation and affordable homeownership. This individual will be involved in supporting Rebuilding Together NYC's home preservation initiative, including critical home rehabilitation and accessibility modifications.

When permitting, this individual will also be responsible for all aspects of rebuilding projects and/or volunteer event days, ensuring they run smoothly by working with the Program Manager, Director of Construction Projects, AmeriCorps Site Coordinator and other project leadership before, during and



# Rebuilding Together CapacityCorps AmeriCorps



## Homeowner & Volunteer Coordinator

after the events. Deliverables for this position will include manuals, templates and formal procedures for volunteer and homeowner engagement and project management at Rebuilding Together NYC.

### Essential Duties and Responsibilities

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- Assist in reviewing homeowner and community facilities applications, ensuring they are complete and eligible for Rebuilding Together NYC's services. Oversee and track applications, homeowner communication, and enter data into Salesforce, including work requested, and help with project prioritization.
- Review homeowner applications and identify eligible homeowners for the home rehabilitation and modification initiatives. Increase quality of service provided to homeowners and community center staff by assisting in pre-build project development through intake, project development and management, timeline planning, and meetings with homeowners, volunteers, and staff involved.
- Perform pre/post project surveys and follow ups with homeowners and community centers.
- Support Home Preservation communications, including fielding applicant inquiries via phone and email, helping with the implementation of a newsletter for homeowners, research related services for referrals, attend panels with community partners, and assist with other program communication as needed.
- Grow RTNYC's involvement in the NYC affordable homeownership and preservation world by attending Coalition for Affordable Homes meetings, researching organizations throughout the city and attending meetings under the discretion of the Housing Preservation Program Manager with representatives from other organizations to connect our work and strengthen our ability to provide homeowners with meaningful services.

#### **Volunteer Management:**

- Collaborate with staff and other AmeriCorps members in volunteer project design, placement, and serve as a liaison as needed.
- Oversee and lead volunteer orientation, work-day activities, event photography and day of social media posts, as well as event set up/break down, if allowable and in compliance with NYC and NYS COVID-19 guidelines.

#### **Strategic Planning/Communication:**

- Contribute to strategic planning and impact measurement research, including desk research on the housing preservation and construction sectors, ie. market shifts and programs' goals development.
- Support the on-going database migration to Salesforce and new cloud service products.
- Assist Development Manager with developing and implementing communications plan including social media to communicate with and grow our homeowners and volunteers.
- Assist with research about new programs and initiatives to help New Yorkers' lives.



# Rebuilding Together CapacityCORPS

## AmeriCorps

### Homeowner & Volunteer Coordinator



## Knowledge, Skills, and Abilities

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### Required

- Proficiency with Office365, Microsoft Word, Microsoft Excel, and use of internet
- Ability to serve with and for a diverse community and staff
- Comfortable with public speaking, and working in a team environment
- Excellent interpersonal skills, positive service ethic, motivated, and task-oriented leader

### Preferred

- Experience with Salesforce
- Experience managing or working with groups of volunteers
- Familiarity with New York City
- Excellent writing and verbal communication skills
- Bachelor's Degree or relevant life/work experience
- Volunteer service experience

## Description of Physical Demands

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- Navigate NYC public transportation and driving in New York City traffic
- Lift at least 25 lbs as needed and assist with moving construction and program materials

## Other Requirements

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- Access to reliable transportation for daily commute
- Access to reliable transportation for regular travel during the workday as part of core responsibilities
- Comfort with traveling via public transportation throughout the workday (or willingness to learn), if not remote due to Covid-19
- Valid driver's license and good driving record for use of affiliate owned or rented vehicles or trucks
- Comfortable with driving, backing up and parking a cargo van (or willingness to learn)
- Use of a personal vehicle is not recommended due to heavy local traffic and/or tolls--public transportation will get you most of the places you need to go

## Program Location

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New York City, (all five boroughs)

## Commitment Required

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- January 10 – December 7, 2022 (11-month/1700 service hour commitment)
- Full-time over 11-month service term (39-40 hrs/wk)



# Rebuilding Together CapacityCorps AmeriCorps



## Homeowner & Volunteer Coordinator

- Typical service week is Monday-Friday, however volunteer events often occur on weekends and will require attendance

### Program Benefits

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Serving with CapacityCorps offers a range of leadership opportunities.

Here are just some of the benefits of our program:

- Opportunity to address housing issues hands-on in your community.
- Work with and support 49 other AmeriCorps members across the country.
- Living allowance of \$16,000 over an 11-month term of service
- Additional High Cost of Living Stipend: \$400/month to cover high, local living expenses.
- Health insurance including dental and vision plans.
- [Education Award](#) of \$6,345 for qualifying education expenses or loans, upon completion of the term of service.
- [Federal student loan forbearance and interest accrual payment.](#)
- Positions are eligible for [Public Service Loan Forgiveness](#).
- Professional development benefit of \$200/member provided by RT National.
- Access to LinkedIn Learning professional development training/courses.
- Mental Health benefit provided by RT National (covers 6 visits with a mental health professional OR 6 months of an online/tele-service subscription).

To learn more about our benefits and/or commitment requirements, visit our FAQ page on our website at [www.rebuildingtogether.org/capacitycorps](http://www.rebuildingtogether.org/capacitycorps).

### Background Check

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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](http://www.rebuildingtogether.org/capacitycorps).

### Prohibited Activities

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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.



# Rebuilding Together CapacityCorps

## AmeriCorps

### Homeowner & Volunteer Coordinator



#### **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;
- 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](http://www.americorps.gov/help/ac_sn_all_2012/WebHelp/index.htm)



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AmeriCorps  
Homeowner & Volunteer Coordinator



- 2012 AmeriCorps Provisions IV.D.3 - <https://egrants.cns.gov/provisions/ACProvisions2012.pdf>