

# Family services coordinator

AmeriCorps National position description



<b>Host site (local Habitat organization)</b>	HFH Seminole-Apopka, Florida
<b>Program</b>	AmeriCorps National
<b>Member role</b>	Family services coordination
<b>Host site manager</b>	Kelly Pisciotta
<b>Direct supervisor</b>	Cydney Corwin
<b>Service week (days/times)</b>	Monday – Friday 8:30 am – 4:30 pm with occasional evenings and Saturdays
<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 checked="" type="checkbox"/> No

## Goals

This member position will build and maintain the pipeline of homeowner families by leading the efforts to recruit qualified families for both homeownership and home repair opportunities, educate the families about program requirements and the homeownership process, and monitor and track the completion of sweat equity hours. This member will be the point of contact for all homeowner families and mentors as each family goes through the process, including helping the family plan their new house dedication service. This member position is designed to move us substantially forward in accomplishing the affiliate’s goals of providing more affordable, decent homes for our community.

## Outputs

<b>100</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>11</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>35</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>4</b>	Individuals who are veterans, active military or their family members that are included in the total number above.

## Responsibilities

- Recruit homeowner family applicants for traditional homeownership opportunities.
- Coordinate existing programs to attract qualified families as needed; this may include marketing the opportunity at local business, faith communities and employers. It could also include communicating and meeting with various social service agencies.
- Assist family services staff in responding to calls and emails inquiring about homeownership in a timely manner.
- Conduct applicant orientations and assist families in the completion of the housing application.
- Work with the family selection committee to select homeowner families for a variety of housing products, including Habitat homes, critical home repair, A Brush with Kindness and weatherization projects.
  - Tasks may include preparing financial eligibility calculations and summaries for the committee on each applicant.
  - Assist family services staff in making follow-up, clarifying calls on homeowner applications.
- Attend all family selection meetings.
  - Prepare monthly summaries on homeowner family progress for committee.
- Track sweat-equity hours and send families monthly updates.
- Work with the family services committee and staff to provide educational opportunities to homeowner families.
  - Plan and carry out homeowner education courses.
  - Recruit appropriate teachers and speakers as needed.
- Become familiar with homeowner files to be able to answer day-to-day questions.
- Assist family services and construction staff with collecting necessary family information to prepare for closings.
- Work with homeowner families to plan their home dedication.
- On occasion, member may build alongside homeowner families as they complete their sweat-equity requirements.

## 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.*

- Onsite orientation to local host.
- First Aid/CPR.
- Habitat Learns – “Foundation of Habitat” online series.
- Lockton safety online courses.
- Annual sponsored blitz build - Habitat AmeriCorps Build-a-Thon.

- National days of service:
  - Dr. Martin Luther King, Jr. Day (required).
  - September 11<sup>th</sup> National Day of Service and Remembrance and AmeriCorps Week (encouraged).
- Host site monitoring reviews and periodic check-in calls.
- Monthly meeting with host site manager.
- Bi-weekly meeting with direct supervisor.
- Life After AmeriCorps training.
- Staff, family services committee and board meetings and home dedications, as appropriate.
- Annual staff or AmeriCorps team build day.
- 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.
- Host site events, groundbreakings and dedications. Annual volunteer appreciation party. 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. (Remove if not applicable)
- 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.
- Marketing 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, as well as occasionally serving on project sites that may have uneven terrain.

## Service site environment

*Describe the office space including equipment – computer, hardware, software, Internet, email access, construction tools, etc. – that will be provided for the AmeriCorps member. Please note AmeriCorps members are prohibited from serving in a home office.*

**Members will serve in an open-space office 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 other supplies.**

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

If “yes,” provide an explanation detailing necessary usage of vehicle. If member will be using a company vehicle, also include in the details:

Some travel is required for this position. Public transportation options are limited in our community so access to a personal vehicle is required/recommended 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.

## Habitat.org posting

Habitat for Humanity of Seminole County and Greater Apopka, Florida is located in Central Florida and is within 30 miles to major attractions and area beaches. Serve, learn, lead and explore in beautiful Central Florida. Our AmeriCorps members play an integral role in providing leadership on our project sites, engaging volunteers to become champions for our mission, and creating new tools and systems to build capacity. Our members are the ambassadors of Habitat Seminole-Apopka, interacting with over 500 volunteers, partner families and community stakeholders. During a year of service with Habitat Seminole-Apopka members gain insight to the inner workings of a non-profit organization and gain hands on experience in leadership, public speaking and community development.

[www.HabitatSeminoleApopka.org](http://www.HabitatSeminoleApopka.org)

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