**Any changes or updates to a member’s position description must first be approved by your partner engagement specialist.**

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| --- | --- |
| **Host site (local Habitat organization)** | Habitat for Humanity Buffalo |
| **Program** | AmeriCorps National |
| **Member role** | Family services coordination |
| **Host site manager** | Maddy Mankowski |
| **Direct supervisor** | Rick Folger |
| **Service week (days/times)** | Monday – Friday, 8:30AM – 5:00PM with occasional evenings/Sundays |
| **Will member engage in any of the following?** | [ ]  Disaster response[x]  Neighborhood Revitalization [ ]  Veterans or military families[ ]  None |
| **Will member be actively building on the construction site at least one day per week?** | [ ]  Yes[x]  No |

Goals

Habitat for Humanity Buffalo (HFHB) has goals to increase our number of volunteers, engage more potential homebuyers, develop more community partnerships, and increase our overall capacity to build more homes and serve more families. This member position will assist us in reaching these goals by enhancing our affiliate’s capacity to support families more adequately.

It is imperative that families are supported by our staff as we move towards achieving higher levels of customer service. As an organization, we strive to serve as many families as possible in an effective and inclusive manner. We believe that our ability to build and rehabilitate houses in Buffalo, and in turn to serve families, will help to grow the capacity of our program to positively impact as many lives as possible.

This member will be expected to build and maintain the pipeline of partner families by leading the efforts to recruit qualified partner 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 partner families and mentors as each family goes through the process, including helping the family plan their new house dedication service. This member will also assist with recording the number of work requests as well as tracking progress with home maintenance and these same warranty work requests. This member will work in part with the Community Outreach AmeriCorps member.

Outputs

|  |  |
| --- | --- |
| **20** | Total individuals (adults and children) will be provided housing services by this AmeriCorps member.  |

Responsibilities

* Recruit homeowner family applicants for traditional homeownership opportunities and other opportunities should they arise (e.g. critical home repair (CHR) projects).
* Coordinate existing programs to attract qualified families as needed. This may include: placing posters and fliers at businesses, churches, and local employers, and 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, and promptly mail information packets to prospective applicants.
* Conduct applicant orientations and assist families in the completion of the housing application.
* Attend Family Selection and Family Support meetings when necessary. Prepare monthly summaries on homeowner family progress for the committee.
* Track homeowner family sweat equity hours and email liaisons 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 family with homeowner files to be able to answer day-to-day questions.
* Assist family services and construction staff with collecting needed family information to prepare for closings.
* Work with homeowner families to plan their home dedication.
* Assist with recording the number of work requests as well as tracking progress with home maintenance and these same warranty work requests.

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 11th 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 meetings, family services committee meetings, board meetings and home dedications, as appropriate.
* Annual staff / 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, including Christmas Celebration (December), the DIY Auction (October), and the signature fundraiser (March). 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 / group facilitation experience.
* Experience working as a member of a team.
* A second language is highly desirable, with preferred language being Spanish or French.
* Public speaking experience.
* Knowledge of community development practices.
* Prior Salesforce experience.

**Physical requirements**

* Ability to sit at a desk and computer for extended periods of time.
* About 20 percent of this position requires outreach in the community, including visiting buildings and homes that may have stairs.
* Able to speak to a crowd of 30 or more without a microphone.

Service site environment

Member will serve in an open-space office and will share space with other staff and/or AmeriCorps members. 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.

Will a **personal vehicle** be required? [x]  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 to get to and from service, as well as any required meetings. Approved service-related mileage (beyond commuting to and from service from home) will be reimbursed per the affiliate’s policy

Habitat.org posting

*A year of service with Habitat Buffalo*

Habitat Buffalo has a solid foundation going back 32 years. In that time, we have built or rehabbed homes for over 300 families. On average Habitat Buffalo builds 13 homes per year; serving with us will give you exposure to many different aspects of construction, volunteer engagement, and networking opportunities. The Habitat Buffalo affiliate continues to meet and exceed organizational benchmarks and looks to continue its growth with the help of our staff, volunteers, and AmeriCorps members.

*Benefits*

In addition to the AmeriCorps living allowance and education award, we provide an apartment that is available / optional for members to use during their term - members are responsible to pay utilities only.

*Community*

In the past 5 years, Buffalo NY has seen a resurgence in population and development. The waterfront has been developed into a great space to hike, bike, and watch live entertainment. Downtown has a mix of old and new architecture that provides a great landscape for visitors to explore; and with our numerous festivals and celebrations there is always something going on in Buffalo. Spending a service term with us is a way to meet new people, eat a diversity of food, and enjoy a city that is expanding back to its former glory. www.habitatbuffalo.org

HABITAT FOR HUMANITY INTERNATIONAL

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