



# Rebuilding Together CapacityCORPS

## AmeriCorps Client Coordinator



Host Site: Rebuilding Together Silicon Valley  
Location: San Jose, California  
AmeriCorps Program: CapacityCORPS  
Title: AmeriCorps Client Coordinator  
Commitment: 11 months (Fall 2022 Cohort)  
Term Types Available: Full-time, Part-time, Quarter-time

[APPLY HERE](#)

### Summary of Position

---

As the AmeriCorps Client Coordinator, you will support all aspects of the client/homeowner experience of receiving critical repair services from Rebuilding Together. You will strive to build trust within the community and awareness among targeted populations most in need of our services. In this position, you will serve as one of the primary points of contact for clients, ensuring a high level of client communication and support throughout the application, intake, project, and close-out stages. You will make referrals to other community service organizations and agencies, as appropriate, working to establish new and stronger relationships with industry-adjacent client resources. As the AmeriCorps Client Coordinator, you will also be responsible for overseeing our affiliate's transition from paper-based client tracking to electronic, and you will play a critical role in client outreach and partnership development as part of our first "Building A Healthy Neighborhood" endeavor--due to launch in 2022.

### Essential Duties and Responsibilities

---

- Pursue a robust client outreach strategy that will increase awareness of our services among our target populations, including seniors, veterans, and individuals with disabilities. Outreach methods will include: create and distribute materials (such as brochures and flyers), tabling at resource fairs, and presenting to community groups.
- Serve as a point of contact for clients before, during, and after services are completed on their homes.
- Receive and review applications from potential clients, talk with clients over the phone to get more in-depth information about the client's needs. Once the application is complete, make recommendations on appropriate program services.
- Contribute client-focused content to social media and newsletter.
- Identify and meet with organizations and neighborhood associations to increase client applications and ensure accurate referral information.
- Ensure clients sign all necessary paperwork and agreements when opening and closing projects. Accurately track client information to support internal communication and planning.
- Interview or survey homeowners after project completion to capture their experiences with Rebuilding Together. Report findings to the team and suggest solutions for improving our delivery of a high quality of services to homeowners.
- As a grassroots non-profit, 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 set up/tear down, and other behind-the-scenes project logistics.
- Support assessment, subcontractor coordination, and volunteer efforts for our Safe at Home program.

## Knowledge, Skills, and Abilities

---

### Required

- Ability to compose professional written communications for a variety of audiences, including social media (Facebook, Twitter, e-Newsletter)
- Proficient in Microsoft Word, Microsoft Excel, and internet
- Ability to communicate in clear and encouraging language with a diverse community and staff
- Ability to function in a fast-paced, collaborative environment where each team member must balance being organized and detail-orientated with being flexible and keeping up with changing scopes of project work

### 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
- Comfortable with public speaking and presenting to large groups
- Bachelor's Degree or relevant life/work experience
- Interest in the nexus of housing and public health

## Description of Physical Demands

---

- The majority of time will be spent in the office (and/or at home-office while AmeriCorps allows it); they must be able to use a computer and phone for extended periods of time.
- Must be able to lift 20 pounds on a regular basis as part of their responsibilities to bring materials to meetings, such as boxes of pamphlets, screen and projector, etc.
- Must be able to travel independently to meetings in the community and in client homes
- 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.
- Ability to sustain high-level of activity on project event days

## Other Requirements

---

- Access to reliable transportation for daily commute
- 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)
- Satisfy the National Service Criminal History Check eligibility criteria pursuant to 45 CFR 2540.202
- Comply with AmeriCorps Prohibited Activities listed in 45 CFR § 2520.65

## Commitment Required

---

- Fall 2022 Cohort: Can start between September 1-14 or October 1-14, 2022
- Term types available: full-time 40hrs/wk (1700hr term), part-time 20hrs/wk (900hr term), quarter-time 12hrs/wk (450hr term)

- Typical service week is Monday-Friday (full-time, part-time or quarter-time), however volunteer events often occur on weekends and will require attendance

### Program Benefits

---

- Living allowance over all 11-month terms of service:
  - Full-time 40hrs/wk (1700hr term) - \$19,008
  - Part-time 20hrs/wk (900hr term) - \$9,504
  - Quarter-time 12hrs/wk (450hr term) - \$5,032
- Additional High Cost of Living Stipend:
  - First Year Member – \$1,000/month to cover high, local living expenses
  - Second+ Year Member - \$1,100/month to cover high, local living expenses
- Signing bonus for second year+ members of any AmeriCorps program:
  - Full-time 40hrs/wk (1700hr term) - \$500
  - Part-time 20hrs/wk (900hr term) - \$300
  - Quarter-time 12hrs/wk (450hr term) - \$100
- Eligible for a relocation reimbursement of up to \$200 for qualifying expenses.
- Travel to one in-person Rebuilding Together event with other AmeriCorps members (Details TBD. Pending COVID safety).
- Health insurance including dental and vision plans (only available to full-time members).
- May be eligible for scholarships for graduate certificates in Nonprofit Leadership & Management or similar.
- Professional development benefit of \$200/member provided by RT National.
- Access to LinkedIn Learning professional development trainings/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).
- [Education Award](#) for qualifying education expenses or loans, upon completion of the term of service:
  - Full-time 40hrs/wk (1700hr term) - \$6,495
  - Part-time 20hrs/wk (900hr term) - \$3,247.50
  - Quarter-time 12hrs/wk (450hr term) - \$1,718.25
- [Federal student loan forbearance and interest accrual payment.](#)
- Positions are eligible for [Public Service Loan Forgiveness.](#)
- AmeriCorps [childcare benefit.](#)

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).

[APPLY HERE](#)