



# Rebuilding Together CapacityCORPS

## AmeriCorps Client Coordinator



Host Site: Rebuilding Together of Greater Charlotte  
AmeriCorps Program: CapacityCORPS  
Title: AmeriCorps Client Coordinator  
Location: Charlotte, NC

### About Our Community

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Charlotte is a thriving, opportunity-rich community that continues to attract over 60 new residents each day, however, those economic opportunities have not been in reach for so many of our citizens. In 2013, a Harvard University/UC Berkeley study uncovered the gravity of Charlotte's inequities and ranked our community 50th out of 50 in economic mobility among the largest U.S. cities—specifically the ability of a child born in the bottom income quintile to rise to the top income quintile as an adult. Lack of access to safe, affordable housing is a leading factor inhibiting social and economic mobility and health in our community. Housing prices continue to rise while wages remain low, causing low-income homeowners to have to choose between basic necessities and critical home maintenance and repairs. We currently have a deficit of approximately 34,000 affordable housing units for people earning 60 percent or more below of the Area Median Income (AMI.) With rapidly gentrifying neighborhoods, investors are buying up our existing affordable single-family homes when vulnerable homeowners lack the resources to keep their homes safe and healthy. Each home our program repairs is another one preserved for our community now and in the future. Our city and many other organizations are forming innovative programs and collaborations to both preserve and create affordable, safe and healthy housing. There is a lot of work to be done, but it is a critical and exciting time to be at the table and engaged in this transformational work.

### Summary of Position

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The AmeriCorps Client Coordinator oversees all aspects of the client/homeowner experience of receiving critical repair services from Rebuilding Together. They strive to build trust within the community and awareness among targeted populations most in need of our services. The AmeriCorps Client Coordinator is the primary 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 community service organizations and agencies, as appropriate.

### Essential Duties and Responsibilities

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- 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 main 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 and complete initial site visits 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.

## Knowledge, Skills, and Abilities

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### 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
- General knowledge of construction skills and housing needs
- Comfortable with public speaking and presenting to large groups
- Bachelor's Degree or relevant life/work experience

## Description of Physical Demands

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- 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.
- Must be able to lift 20 pounds on a regular basis as part of their responsibilities to complete direct hands-on repairs and assist with the delivery of tools and materials.

- 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.
- 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.
- Ability to sustain high-level of activity on project event days

## Other Requirements

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- 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

## Commitment Required

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- September 20, 2021 – August 12, 2022 (11-month/1700 service hour commitment)
- Full-time over 11-month service term (39-40 hrs/wk)
- 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 \$15,500 over an 11-month term of service
- Additional High Cost of Living Stipend: \$500/month to cover high, local living expenses
- Health insurance including dental and vision plans.
- [Education Award](#) of TBA May 2021 (was \$6,195 for 2020) 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.
- Mental Health benefit provided by RT National (covers 6 visits with a mental health professional OR 6 months of an online/tele-service subscription).

## 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.

### **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



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