



Rebuilding Together CapacityCORPS

AmeriCorps Client Coordinator



Host Site: Rebuilding Together Peninsula
Location: Redwood City, CA – SF Bay Area
AmeriCorps Program: CapacityCORPS
Title: AmeriCorps Client Coordinator
Commitment: 11 months (Fall 2023 Cohort)
Term Types Available: Full-time, Part-time, Quarter-time

[APPLY HERE](#)

About Our Community

Rebuilding Together Peninsula (RTP) serves San Mateo County and parts of Santa Clara County. San Mateo County has a population of 760,000 people, more than a third of whom were born outside the US. The population is roughly 40% white, 30% Asian, and 30% Latino. Although Silicon Valley has long been the center for innovation, home to biotech, computer software and social media giants like Genentech, Facebook, Google, LinkedIn and Apple, many of the homes we repair sitting in the shadows of these tech giants offer a painful reminder of growing gap between rich and poor. Additionally, despite the wealth in Silicon Valley and, in many cases because of it, California is home to the highest population of homeless in the United States.

The average RTP homeowner has lived in their home for over 20 years and has a household income of \$38K, whereas poverty guidelines for a family of four is \$149K. We are proud of our impact, of our good relationships with the other affiliates in the Bay Area, how our work brings people together from all walks of life and how we continue to rebuild lives among a swath of the most vulnerable among us.

Summary of Position

As the AmeriCorps Client Coordinator, you will support all aspects of the client/homeowner experience receiving critical repair services from RTP. In this position, you will strive to build trust and awareness among targeted populations most in need of our services. You will be one of the primary points of contact for homeowners, ensuring a high level of client communication and support throughout the application, intake, project, and close-out stages. You will also meet with homeowners after project wrap-up to complete project evaluations and make referrals to other community service organizations, as appropriate.

Essential Duties and Responsibilities

- Pursue a robust client outreach strategy to help increase awareness of our services among our target populations, including seniors, veterans, and individuals with disabilities. Outreach methods include: creating and distributing materials, tabling at resource fairs, and presenting to community groups.
- Serve as a point of contact for homeowners before, during, and after services are completed on their homes.
- Receive and review applications from potential homeowners, speak to them over the phone and in person to complete initial site visits to gather more in-depth information about their needs and make recommendations on appropriate program services.
- Support the design of client-focused content for marketing and outreach.

- Identify and meet with organizations and neighborhood associations where feasible to attract applications and update agency referral information.
- Ensure homeowners sign all necessary paperwork and agreements for opening and closing projects. Track information to support project planning.
- Interview or survey homeowners about their experience after project completion. Report findings to the team and suggest solutions for improvement.
- As a grassroots non-profit, all team members will have an active role in supporting our larger/more complex rebuilding projects throughout the year. They will assist with project logistics, including checking in with homeowners throughout the project days, assisting with set up/tear down, and other behind-the-scenes project logistics.

Knowledge, Skills, and Abilities

Required

- Ability to compose professional written communications for a variety of audiences, including social media (Facebook, Twitter, e-Newsletter) a plus
- Proficient in the use of the internet
- Excellent communication skills including listening, reading your audience, responding effectively to feedback
- Ability to communicate in clear and encouraging language with a variety of populations
- Ability to function in a fast-paced, collaborative environment
- Proficient in Microsoft Word, Microsoft Excel, and internet
- Ability to work with diverse clients, volunteers, and staff to create a friendly, helpful atmosphere

Preferred

- As this role will be interacting with clients and community members regularly, familiarity with the community is a plus.
- 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

- 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; you must be able to use a computer and phone for extended periods of time.
- Lift 30 pounds on a regular basis as part of the responsibilities to complete direct hands-on repairs and assist with the delivery of tools and materials.
- Lift 15 pounds on a regular basis as part of the responsibilities to bring materials to meetings, such as boxes of pamphlets, screen and projector, etc.
- Travel independently to meetings in the community and in client homes.
- Assisting with rebuilding days requires ability to walk, climb stairs, stand, lift, and carry for extended periods of time.

- 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, as public transportation on the peninsula is limited.
- Comfort with traveling via public transportation, as needed (or willingness to learn)
- Valid driver's license and driving record to allow use of affiliate-owned or -rented vehicles
- 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 2023 Cohort: Can start between Sept 1-14 or Oct 1-14, 2023
- 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) - \$20,020
 - Part-time 20hrs/wk (900hr term) - \$11,088
 - Quarter-time 12hrs/wk (450hr term) - \$5,544
- Signing bonus for second year+ members of any AmeriCorps program:
 - Full-time 40hrs/wk (1700hr term) - \$600
 - Part-time 20hrs/wk (900hr term) - \$400
 - Quarter-time 12hrs/wk (450hr term) - \$200
- **Housing is available with significantly reduced rent in a four-bedroom, fully furnished home located in East Palo Alto** (see our YouTube video about the AmeriCorps House here <https://www.youtube.com/watch?v=l0ONpDYyy74>)
- Eligible for a relocation reimbursement of up to \$300 for qualifying expenses.
- Travel to one in-person Rebuilding Together event with other AmeriCorps members (Details TBD).
- 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 (current students may be eligible) – ask for more information if interested.
- Professional development benefit of \$300/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).
- **Education Award** for qualifying education expenses or loans, upon completion of the term of service:
 - Full-time 40hrs/wk (1700hr term) - \$6,895



Rebuilding Together CapacityCORPS

AmeriCorps Client Coordinator



- Part-time 20hrs/wk (900hr term) - \$3,447.50
- Quarter-time 12hrs/wk (450hr term) - \$1,824.07
- [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.

Program Location

San Mateo County is located in the Bay Area and is bordered by the Pacific Ocean to the west and San Francisco Bay to the east. Within its 455 square miles, San Mateo and Santa Clara Counties are home to some of the most spectacular and varied geography in the United States, including redwood forests, large open space parks, farmland, tidal marshes and beaches.

RTP owns and offers housing in a four-bedroom house shared with other AmeriCorps members serving with RTP. The house is located in a quiet neighborhood about a fifteen minute drive (35 minutes by bus) to RTP. It was recently totally renovated, is fully furnished and in excellent condition. The kitchen and bathrooms have granite counter tops, while the rest of the house offers hardwood floors, a washer and dryer and a spacious back yard.

[APPLY HERE](#)