

Family services development

AmeriCorps VISTA assignment description



Host site (local Habitat organization)	Greater Cleveland Habitat for Humanity
Program	AmeriCorps VISTA
Member role	Family services development
Host site manager	Rebecca Smiddy
Direct supervisor	Jessica Morrison
Service week (days/times)	Tuesday-Saturday 8:30am-5pm with occasional evenings
Will member engage in any of the following?	<input type="checkbox"/> Disaster response <input type="checkbox"/> Neighborhood revitalization <input type="checkbox"/> Veterans or military families <input checked="" type="checkbox"/> None
Will member be actively building on the construction site at least one day per week?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Goals

As our goal is to increase our capacity by 40% between 2020 and 2021, the family services development VISTA member would be creating efficiencies and helping streamline our processes that would enable family programs to focus its work on the recruitment of potential homeowners to fill the additional homes and to provide more services to families currently in our program to help them be more successful homeowners.

Outputs

\$0	Total cash and in-kind resources (breakdown listed below) will be raised utilizing systems and opportunities identified by the VISTA member. This includes resources raised for home building efforts and ReStores.
\$0	Cash resources
\$0	In-kind resources
23	Individuals who collaborate with VISTA member on projects related to this position (stakeholders, volunteers, community members, staff, etc.)
3	Systems, processes and/or tools created or enhanced by VISTA member that will increase capacity at the local Habitat organization.
0	Additional projects that do not fall into one of the categories above created or enhanced by the VISTA member that will increase capacity at the local Habitat organization.

Objective one – Exploration

Explore the family services program and resources that are currently in place at the host site and identify best practices from other programs. Identify what additional needs the project requires. Document research and communicate findings to the project sponsor and gain further direction to move forward with developing an enhanced family services program.

Member activities

Include specific outputs as appropriate.

- Research homeowner family recruitment, qualification, application, support and training resources available from Habitat for Humanity International and other local Habitat organizations. Compare findings to current methods.
- Research homeowner family recruitment options, including targeting local faith organizations, employers, school groups, civic groups and other community organizations.
- Research systems to track homeowner family housing applications, sweat equity hours and scheduling (i.e. online databases).
- Research application and acceptance processes used by other Habitat organizations and identify the benefits and drawbacks of different systems.
- Research homeowner family education options such as finance classes, home repair workshops, mortgage document review or community engagement. Complete needs assessment and analysis of existing community services to develop, document and implement a new homeowner family education program. Member may also include researching homeowner manuals created by other local Habitat organizations, assessing if a manual is needed for their host site.
- Research and create a list of housing referrals for families who do not meeting Habitat's housing requirements.

Objective two – Development

Based on the information gathered, develop and document an enhanced family services program that addresses the needs of the host site. The plan should address homeowner family recruitment, tracking, scheduling and support.

Member activities

Include specific outputs as appropriate.

- Develop a homeowner family recruitment plan, including targeting local faith organizations, employers, school groups, civic groups and other community organizations. Create a homeowner family recruitment community directory. Inform the plan with homeowner family recruitment, orientation and educational resources available from Habitat for Humanity International and other local Habitat organizations.
- Develop a system, such as an online database, to track homeowner family housing applications, status, sweat equity hours and scheduling.
- Develop a homeowner family education plan and curriculum that includes items such as finances, home repair and review of legal documents homeowner will sign at closing.
- Develop semi-annual newsletter for Habitat homeowners; create template for ongoing use by the host site.

Objective three – Implementation and review

Implement the enhanced family services program. Assist the host site in testing and evaluating the various parts of the program developed, making revisions as needed to ensure success.

Member activities

Include specific outputs as appropriate.

- Implement the homeowner family recruitment plan, including resources gathered, such as the homeowner family recruitment community directory. Reach out to and build relationships with local non-profit organizations, employers, community centers and faith communities to recruit a diverse base of qualified applicants. Document all contacts in database.
- Implement the homeowner family tracking system and gather feedback from staff, homeowner families and family services committee members about usability, making changes as needed.
- Implement the homeowner family educational curriculum.
- Develop and conduct homeowner satisfaction surveys, including experience with the application process, sweat equity activities, educational workshops and final settlement.

Activities listed here may include visits to the construction site for the purposes of observation, interviews of staff and volunteers and implementation of family services development items. While VISTA members cannot regularly build on the construction site, the VISTA member may have the opportunity to engage in active building no more than one time per month to help inform family services program development and connect with homeowner families.

Objective four – Sustainability

Ensure that the family services program is sustainable, continuing at the host site after the completion of the VISTA term by developing manuals and training staff and volunteers on the new program.

Member activities

Include specific outputs as appropriate.

- Develop a manual of resources and directions for maintaining the family services program, including homeowner family recruitment, tracking, scheduling and education.
- Recruit and train volunteers and staff on use of new systems and procedures to ensure there is a transition plan for ongoing maintenance of systems and support of the program.

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.

- Pre-service orientation provided by the Corporation for National and Community Service.
- Onsite orientation to local host.
- Habitat Learns – “Foundation of Habitat” online series.
- Habitat Learns – “Introduction to Ethics” and “Speak Up!”
- 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 and board meetings and home dedications, as appropriate.
- Annual staff or AmeriCorps team build day.
- Family services committee meetings.
- 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 (i.e. 5K Walk, Run, Mosey). Participation in these events will be in line with AmeriCorps program regulations.

Experience, knowledge and skills

Please use the example below as a reference point and adjust the messaging for your host site.

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 as a member of a larger team.
- A second language is highly desirable, with preferred language being Spanish.
- Project management experience.
- Marketing 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, as well as occasionally serving on project sites that may have uneven terrain.

Service site environment

Member will primarily serve in an open-space office and will share the area with other staff or fellow 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 office supplies.

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

Some travel is required for this position. Public transportation options are limited to our offices and worksites 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 Habitat organization's policy.