



# AmeriCorps VISTA

## VISTA Assignment Description (VAD)

<b>Affiliate/Host Site Name:</b> Habitat for Humanity of Sonoma County	<b>Host Site Manager (HSM) Name:</b> Kathy Hayes
<b>Program:</b> AmeriCorps VISTA <b>Member Role:</b> Volunteer Services Development	<b>Will members engage in any of these programs?</b> <input checked="" type="checkbox"/> Disaster Recovery <input checked="" type="checkbox"/> Neighborhood Revitalization <input type="checkbox"/> Veterans/Military Families <input type="checkbox"/> None
<b>Service Week (days/times):</b> Mon – Fri, 8:30am – 5:00pm, with occasional evenings and Saturdays	<b>Direct Supervisor Name:</b> Volunteer Services Manager - TBA/Kathy Hayes
<b>Will this member be actively building on the construction site at least one day per week?</b> <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	

**Goals** (position’s goals in relation to the project as a whole, as well as the impact the project will have in the community)

Sonoma County is the 10th least affordable county in California. Throughout our service area, the need for simple, decent and affordable housing is dire. In October of 2017 wildfires burned down over 5,000 homes in Sonoma County, exacerbating this need. To help meet this need, HFHSC is developing plans to aid in local rebuild efforts, construct at least 5 new homes, and complete 18 aging in place home repair projects. To do this we need more volunteers. To get more volunteers, we need a formalized volunteer program that will positively impact the overall volunteer experience, including volunteer recruitment, tracking, scheduling, and recognition. This VISTA will research our current practices, develop an improved program, implement the program and ensure that the program is supported going forward beyond the VISTA’s term. We are revamping our entire volunteer department and will need the Members help. We are growing from a sleepy little affiliate to an affiliate with multiple job sites and work products. This will take a significant overhaul of existing processes and the implementation of new tools and strategies. This VISTA will be integral to the success of this effort. The appropriate program development will provide additional in-kind resource and cash resource opportunities as it is part of the relationship with a volunteer.

- Outputs:** Measurable targets must be included and should be targeted **PER MEMBER**. Please use the shared outputs below, inserting “0” if not applicable.
- Cash and in-kind resources will be raised utilizing systems and opportunities identified by VISTA member (includes resources raised for home building efforts, as well as ReStores)
    - \$20,000 cash resources
    - \$20,000 in-kind resources
  - 5 individuals will collaborate with VISTA member on projects related to this position (stakeholders, volunteers, community members, staff, etc.)
  - 4 systems, processes, and/or tools created or enhanced by VISTA member that will increase capacity at the affiliate
  - 2 additional projects that do not fall into one of the categories above created or enhanced by VISTA member that will increase capacity at the affiliate

**Objective One** (First Quarter)  
 EXPLORATION: Explore the volunteer program and resources that are currently in place at the site and identify best practices from other programs. Document research and communicate findings to the project sponsor and gain further direction to move forward with developing a formal volunteer program.

**Member Activities**

1. Research the existing volunteer program at the site and explore what aspects need improvement and where volunteers are most needed (site, committees, ReStore, etc.) by talking with staff, board members and volunteers.



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2. Research volunteer recruitment options, including targeting local faith organizations, school groups, civic groups and other community organizations. Research volunteer recruitment, orientation and training resources available from HFHI, other affiliates, etc. Compare findings to current affiliate methods.
3. Research systems to track volunteer hours, manage volunteer scheduling and gather volunteer feedback such as online databases.
4. Research volunteer training, performance evaluation and leadership development options.
5. Research volunteer recognition options such as annual event, as well as other smaller ways to recognize volunteer achievements. Examples could include recognition milestones like houses built, years served, total number of hours volunteered, etc.

### **Objective Two** (Second Quarter)

**DEVELOPMENT** - Based on the information gathered, develop and document a formal volunteer program that will address the needs of the host site. The plan should address recruitment, tracking, scheduling, training, evaluation, recognition and opportunities for volunteer feedback.

#### **Member Activities**

Develop and document a volunteer recruitment plan, including targeting local faith organizations, school groups, civic groups and other community organizations, as well as others identified during the exploration phase. This might include things like creating a volunteer recruitment community directory, creating a speaker's bureau to promote volunteer opportunities, creating a social media plan aimed at recruitment. Inform plan with volunteer recruitment, orientation and training resources available from HFHI, other affiliates, etc.

1. Develop and document systems to refine efforts to track volunteer hours and scheduling such as online databases. Develop any web-based information and systems needed to support these efforts, such as creating updating and expanding online volunteer application processes
2. Develop and document a volunteer training plan that will ensure all volunteers have the skills needed to perform their roles successfully.
3. Develop and document a system or process to evaluate a volunteer's performance where mutual feedback can be given.
4. Develop and document a process where the affiliate can continuously identify volunteers that can be cultivated into leadership roles.
5. Develop and document a volunteer recognition plan to include items identified as best practices during the exploration phase (may or may not include events, smaller ways to recognize volunteer achievements, recognition milestones like houses built, years served, total # of hours volunteered, etc.).

### **Objective Three** (Third Quarter)

**IMPLEMENTATION AND REVIEW** – Implement the new volunteer program. Assist the site in testing and evaluating the various parts of the volunteer program developed and make revisions to the program as needed in order to ensure success.

#### **Member**

1. Implement the volunteer recruitment plan. Create and document recruitment resources, including marketing templates, volunteer application, and contacts of places where recruitment has been successful (recruitment fairs, local partners, etc.).
2. Implement the volunteer tracking and scheduling system. Gather feedback from staff and volunteers on any of the new systems and make changes as needed.
3. Implement the volunteer training, performance evaluation and leadership development plan. Gather feedback from staff and volunteers on any of the new systems and make changes as needed.
4. Implement the volunteer recognition plan, evaluate success and make changes as needed.

### **Objective Four** (Fourth Quarter)

**SUSTAINABILITY** - Ensure that the volunteer program is sustainable and will continue at the host site after the completion of the VISTA term by developing manuals and training staff/volunteers on the new program.



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## Member Activities

1. Develop a manual of resources and directions for maintaining the volunteer program in its entirety including recruitment, tracking, scheduling, training, performance evaluation, leadership development and recognition systems and programs.
2. Recruit and train volunteers/staff on use of new systems, procedures, etc. and 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 HFHI, CNCS or the Host Site.

- Pre-Service Orientation (provided by CNCS)
- On Site Orientation to local host site
- HabitatLearns “Foundations of Habitat” series
- Lockton Safety Courses
- Build-a-Thon (spring)
- National Days of Service (MLK Day required, 9/11 Day of Remembrance and AmeriCorps Week encouraged)
- HFHI Host Site Monitoring Reviews and periodic check-in calls
- Monthly meeting with HSM (minimum)
- Bi-weekly meeting with direct supervisor (minimum)
- Life After AmeriCorps Training (LAFTA)
- Staff meetings, Board meetings and home dedications, as appropriate
- Annual staff/AmeriCorps team build day
- Individual and/or group professional development trainings may be available based on AmeriCorps interest, HSM/supervisor recommendation and budget
- Host Site Events, including Breakfast Fundraiser (December); Women’s Build (May) and Home Dedications. Participation in these events will be in line with AmeriCorps program regulations/restrictions.

## Education/Experience/Knowledge/Skills

Required:

- Valid driver’s license and ability to meet host site’s insurance requirements.
- Microsoft Office Suite (especially Word/Excel)

Preferred/helpful:

- Knowledge of, and willingness to promote, the mission and activities of Habitat for Humanity and AmeriCorps
- Strong written and verbal communication skills
- Strong research skills
- Detail oriented and highly organized
- Ability to work with a diverse group of people
- Experience working with volunteers or teaching/group facilitation experience
- Experience working as a member of a team
- Project management experience
- A second language is highly desirable, with preferred languages being Spanish

## Physical requirements for this position

Ability to sit at a desk and computer for extended periods of time

- About 20% of this position requires outreach in the community, including visiting buildings and homes that may have stairs, as well as serving on project sites that might have uneven terrain.

## Service Site Environment:

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



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Personal vehicle required?  No  Yes

A Personal Vehicle may be used for AmeriCorps related trips or for visits to other Affiliates throughout the Bay Area. If a personal vehicle is used, mileage reimbursement will be provided. If a personal vehicle is not available, other transportation options will be used.

**Habitat.org posting blurb:**

Serve, learn, lead and explore in the beautiful Wine Country, less than an hour north of San Francisco! Our AmeriCorps members play an integral role in providing leadership on our project sites, engaging volunteers to become champions for our mission, and creating new tools and systems to build capacity. During a year of service with Habitat Sonoma County, AmeriCorps members gain insight to the inner workings of a non-profit organization and gain hands-on experience in leadership, public speaking and community development. In your off hours, hike the beautiful Sonoma Coast, explore the Wine Country and spend time getting to know nearby cities including San Francisco and Oakland. Join our Habitat family and form lasting relationships, while creating affordable housing solutions with hard-working families and fire survivors in Sonoma County. [www.habitatsoco.org](http://www.habitatsoco.org)