

# Volunteer services development

AmeriCorps VISTA assignment description



|                                                                                                                     |                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Host site (local Habitat organization)</b>                                                                       | Habitat of Sonoma County                                                                                                                                                                                 |
| <b>Program</b>                                                                                                      | AmeriCorps VISTA                                                                                                                                                                                         |
| <b>Member role</b>                                                                                                  | Volunteer services development                                                                                                                                                                           |
| <b>Host site manager</b>                                                                                            | Nichole Wimbiscus                                                                                                                                                                                        |
| <b>Direct supervisor</b>                                                                                            | Annalisa Price                                                                                                                                                                                           |
| <b>Service week (days/times)</b><br>Example: Tuesday-Saturday, 8:30 a.m.-5 p.m. with occasional evenings or Sundays | Monday-Friday 8:00am-4:30pm                                                                                                                                                                              |
| <b>Will member engage in any of the following?</b>                                                                  | <input type="checkbox"/> Disaster response<br><input type="checkbox"/> Neighborhood Revitalization<br><input type="checkbox"/> Veterans or military families<br><input checked="" type="checkbox"/> None |
| <b>Will member be actively building on the construction site at least one day per week?</b>                         | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No                                                                                                                                   |

## Goals

The volunteer services development VISTA helps develop, document and implement a plan for volunteer recruitment, tracking, scheduling and recognition to increase the number of volunteers and improve the overall volunteer experience. The responsibilities could include exploring current volunteer programs and resources; identifying best practices; and developing, document and implementing a formal volunteer program. The member's service could also focus on specific groups or projects, such as engaging young people or veterans.

## Outputs

Measurable targets must be included and should be classified **per member**. Please use the shared outputs below, inserting the appropriate number in the left-hand column or "0" if not applicable. These outputs may **not** be adjusted; the wording must remain as is for reporting purposes.

|     |                                                                                                                                                                                                                     |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| \$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.                                                                                                                                                                                                  |
| 20  | Individuals who collaborate with VISTA member on projects related to this position (stakeholders, volunteers, community members, staff, etc.)                                                                       |

|   |                                                                                                                                                                              |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | Systems, processes and/or tools created or enhanced by VISTA member that will increase capacity at the local Habitat organization.                                           |
| 1 | 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 volunteer program and resources that are currently in place, identifying best practices from other programs. Identify what additional needs the project requires. Document research and communicate findings to the project sponsor to gain further direction to move forward with developing a formal volunteer program.

### Member activities

*Include specific outputs as appropriate.*

- Research the existing volunteer program at the host site and explore what aspects need improvement and where volunteers are most needed (site, committees, ReStore, etc.) by speaking with staff, board members and volunteers.
- 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 Habitat for Humanity International and other local Habitat organizations. Compare findings to current methods. Devise a plan to continue cultivating large corporate group build events.
- Help implement Salesforce systems to track volunteer hours, manage volunteer scheduling and gather volunteer feedback.
- Research volunteer training, performance evaluation and leadership development options.
- Research volunteer recognition options such as an annual event, as well as other smaller ways to recognize volunteer achievements. Examples could include recognition milestones like houses built, years served or total number of hours volunteered.

## Objective two – Development

Based on the information gathered, the VISTA member will 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

*Include specific outputs as appropriate.*

- 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 or creating a social media plan aimed at recruitment. Inform the plan with volunteer recruitment, orientation and training resources available from Habitat for Humanity International and local Habitat organizations.
- Continue to implement and document systems to track volunteer hours and scheduling. Develop any web-based information and systems needed to support these efforts, such as updating the online volunteer application.
- Develop and document a volunteer training plan that will ensure all volunteers have the skills needed to perform their roles successfully.

- Develop and document a system or process to evaluate a volunteer's performance where mutual feedback can be given.
- Develop and document a process where the affiliate can continuously identify volunteers that can be cultivated into leadership roles.
- Develop and document a volunteer recognition plan that includes items identified as best practices during the exploration phase.
- Develop an efficient system to organize large corporate volunteer groups, both pre-volunteer day as well as on the build day.
- Develop a process to share and implement improvement suggestions gathered from volunteer feedback surveys.

### Objective three – Implementation and review

Implement the new volunteer program. Assist the site in testing and evaluating the various parts of the program; revise the program as needed to ensure success.

#### Member activities

*Include specific outputs as appropriate.*

- 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.).
- Implement the volunteer tracking and scheduling system. Gather feedback from staff and volunteers and make changes as needed.
- Implement the volunteer training, performance evaluation and leadership development plan. Gather feedback from staff and volunteers and make changes as needed.
- Implement the volunteer recognition plan, evaluate success and make changes as needed.

*Activities listed here may include visits to the construction site for the purposes of observation, interviews of staff and volunteers and implementation of volunteer program items like volunteer sign-in process or volunteer recognition. 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 serve alongside volunteers they may have helped to cultivate, as well as help inform the overall volunteer program development.*

### Objective four – Sustainability

Ensure that the volunteer program is sustainable, continuing at the host site after the completion of the VISTA term by documenting the plan and training staff and volunteers.

#### Member activities

*Include specific outputs as appropriate.*

- Develop a manual of resources and directions for maintaining the volunteer program, including recruitment, tracking, scheduling, training, performance evaluation, leadership development and recognition systems and programs.
- 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.
- Salesforce Training
- Habitat Learns – “Foundation of Habitat” online series.
- 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 11<sup>th</sup> 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.
- 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. holiday fundraiser, art auction, Healthy Habitat Walk-a-Thon). Participation in these events will be in line with AmeriCorps program regulations.

## Experience, knowledge and skills

### Required

- Experience with Microsoft Office Suite, especially Word, Excel, Teams, and Office 365, .Drobox and Salesforce experience a huge plus.

### 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.
- Experience in group facilitating, teaching or working with volunteers.

### Physical requirements

- Ability to sit at a desk and computer for extended periods of time.
- About (35) 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, a staff kitchen offering coffee, tea, water and a refrigerator and microwave.

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

If “yes,” provide an explanation detailing necessary usage of vehicle. If member will be using a company vehicle, also include in the details:

Some travel is required for this position. Public transportation options are limited in our community 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 affiliate’s policy.

An affiliate-owned vehicle is available for member to use for service-related meetings and community outreach.

### Habitat.org posting

#### Habitat for Humanity of Sonoma County, CA

##### *A year of service with Habitat*

Serve, learn, lead and explore in the beautiful Wine Country of Sonoma County, CA, 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 construction site practices, leadership, public speaking and community development.

##### *Benefits*

In addition to the AmeriCorps living allowance and education award, we offer mentoring programs established with our past AmeriCorps, now current staff members, to help answer any questions, address concerns and learn about their opportunities after service.

##### *Community*

In your off hours, hike the beautiful Sonoma Coast, float the Russian River, 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)