

Volunteer services development

AmeriCorps VISTA assignment description



Host site (local Habitat organization)	Richmond Metropolitan Habitat for Humanity
Program	AmeriCorps VISTA
Member role	Volunteer services development
Host site manager	Whitney Guthrie
Direct supervisor	Whitney Guthrie
Service week (days/times) Example: Tuesday-Saturday, 8:30 a.m.-5 p.m. with occasional evenings or Sundays	Monday-Friday, 8:30AM-5:00PM
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

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.

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.
- Become familiar with Richmond Habitat Volunteer Software.
- Schedule volunteers and teams to work in our Richmond ReStore.
- Research volunteer training, performance evaluation and leadership development options at the Richmond ReStore.
- responsible for volunteer recognition at the Richmond ReStore. Research opportunities and resources needed for a tool lending library at the Richmond ReStore.

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.
- Develop a plan for a Richmond restore Weekday Crew.
- Create a volunteer training plan that will ensure all volunteers have the skills needed to perform their roles successfully.
- Create training opportunities for staff working with volunteers.
- Develop and document a process where the Habitat organization can continuously identify volunteers that can be cultivated into leadership roles.
- Develop a plan for implementing a tool lending library at our Richmond ReStore. Timeline, resources needed, space needs, volunteer/sponsorship opportunities.
- Develop a volunteer recruitment plan for tool lending library.

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.

- Cultivate new volunteer partners
- Growth of Richmond ReStore Weekday Crew
- Implement the tool lending library
- Train volunteers for tool lending library

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.
- 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 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.
- 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

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. (Remove if not applicable)
- 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 (language).
- 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 (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.