



AmeriCorps VISTA: ReStore and Volunteer Development Job Description

Department: ReStore

Hours: Full-time / Tuesday-Friday, 10am-5pm, Saturday, 9am-4pm

Fair Labor Standards Act (FLSA) Status: Non-exempt

About AmeriCorps VISTA Assignment

The following job description is preapproved by Habitat for Humanity International, 322 West Lamar Street, Americus, GA 31709-3543 USA (800) 422-4828 Fax (229) 924-6541

habitatamericorps@habitat.org, habitat.org

PROGRAM	AmeriCorps VISTA
MEMBER ROLE	ReStore and volunteer development
HOST SITE MANAGER	Kira Johnson
DIRECT SUPERVISOR	Tina Breshears
WILL MEMBER ENGAGE IN ANY OF THE FOLLOWIING?	<input type="checkbox"/> Disaster response <input type="checkbox"/> Neighborhood revitalization <input type="checkbox"/> Veterans or military families <input type="checkbox"/> None
WILL MEMBER BE ACTIVELY BUILDING ON THE CONSTRUCTION SITE AT LEAST ONE DAY PER WEEK?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Goals

The ReStore and volunteer development VISTA develops, documents, and implements plans to mobilize more funds for local house building through the development of ReStore opportunities and operations. This position will involve developing ReStore business processes, creating a volunteer staff plan, recruiting and training volunteer staff members, publicizing and promoting the store and evaluating the ways the store meets the needs of the low-income community while increasing funding for Habitat for Humanity.

Outputs

Total cash and in-kind resources (breakdown listed below) that will be raised utilizing systems and opportunities identified by the VISTA member. This includes resources raised for home building efforts and ReStore.	\$33,400
Cash resources	\$30,000
Value of in-kind resources	\$3,400
Individuals who collaborate with VISTA member on projects related to this position	15

(stakeholders, volunteers, community members, staff, etc.).	
Systems, processes, and tools created or enhanced by VISTA member that will increase capacity at the local Habitat organization.	4
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.	0

Objective 1: Exploration

Explore the ReStore volunteer, marketing and donation programs and resources currently in place, identifying best practices from other programs. Identify additional needs the project requires. Document research and communicate findings to the project sponsor to gain further direction to move forward with developing an enhanced ReStore program.

Member Activities

- Research ReStore-specific volunteer management and resource development resources available from Habitat for Humanity International and other local Habitat organizations. Compare findings to current methods. Look specifically for methods that would increase the number of repeat volunteers serving in the ReStore or the amount of donations. Research sources within the community to recruit volunteers and identify additional donation opportunities.
- Research ReStore marketing plans focused on increasing community awareness of ReStore operations. Research promotion opportunities, such as local news media and online opportunities.
- Research local businesses and community partners that would be ideal recurring donors or volunteers for the ReStore.
- Research standard policies and procedures for operating a ReStore and assess areas of improvement (donation guidelines, cash handing guidelines, etc.).
- Research funding opportunities that support volunteer engagement and store development.
- Research the existing volunteer program at the host site and explore what aspects need improvement and where volunteers are most needed 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.

- 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 2: Development

Based on the information gathered, the VISTA member will develop and document an enhanced ReStore volunteer program, as well as marketing and donor plans that will address the needs of the host site.

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 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 marketing and outreach strategies and materials designed to increase visibility of the ReStore in the community and increase unrestricted revenue through increased purchases and donations. Develop a media directory database. Develop materials that are relevant to the various media outlets within the media directory database.
- Develop ReStore donor outreach plan to increase recurring donations. Create a ReStore donor directory database of local businesses and community partners that would be ideal donors.
- 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 Habitat organization 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.

Objective 3: Implementation and review

Implement the enhanced ReStore volunteer program and marketing and donor plans. Assist the site in testing and evaluating the various parts of the program and plans; revise the program as needed to ensure success.

Member Activities

- Implement marketing and outreach strategies and materials designed to increase visibility of the ReStore in the community. Implement use of the media directory database, using it to distribute relevant materials to each outlet.
- Implement ReStore donor outreach plan to increase recurring donations. Implement use of the ReStore donor directory database of local businesses and community partners that would be ideal donors. Utilize volunteers to reach out to partners through request, presentations and donation pick-ups.
- Drafts grant proposals and track progress using the current systems; make recommendations for improvements to those systems as needed.
- 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 recognition plan, evaluate success and make changes as needed.

Reminder: 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 donors or volunteers they are trying to cultivate for the ReStore, as well as help inform the overall ReStore development strategy.

Objective 4: Sustainability

Ensure that the ReStore development program is sustainable — that it will continue at the host site after the completion of the VISTA term by documenting the plan and training staff members and volunteers.

Member Activities

- Develop a manual of resources and directions for maintaining the ReStore program, including volunteer recruitment and development, marketing and outreach, store policies and procedures and donor development.
- 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.

- Host site monitoring reviews and periodic check-in calls.
- Monthly meeting with host site manager.
- Biweekly meeting with direct supervisor.
- Staff and board meetings and home dedications, as appropriate.
- Pre-service orientation provided by the Corporation for National and Community Service.
- Onsite orientation by local host.
- Habitat Learns — “Foundation of Habitat” online series.
- Habitat Learns — “Conduct and Ethics” courses, “Introduction to Ethics and Inclusion” and “Speak Up!”
- Lockton safety online courses.
- Life After AmeriCorps training.
- 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.
- Habitat AmeriCorps Build-a-Thon — Annual sponsored blitz build.
- National days of service:
 - Dr. Martin Luther King Jr. Day – required.
 - September 11th National Day of Service
 - AmeriCorps Week – encouraged.
 - Annual staff or AmeriCorps team build day.
 - 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 and Excel.

Preferred

- Knowledge of, and willingness to promote, the mission and activities of Habitat for Humanity International and AmeriCorps.
- Ability to work effectively 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.
- Marketing experience.
- 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)% 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. The ReStore office environment is connected to the ReStore sales floor, so distraction and noise level can be high at various times throughout the day.

Will a personal vehicle be required? Yes No

Some travel is required for this position. Public transportation options are limited in our community so access to a personal vehicle is 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.

Note: *This job description is intended as a guideline only and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment is terminable at will, with or without cause. Lebanon Area Habitat for Humanity is an equal opportunity employer.*

Lebanon Area Habitat for Humanity is an Equal Employment Opportunity Employer. All qualified persons are encouraged to apply. Applications for employment will be considered without regard to race, color, national or ethnic origin, religion, gender, gender identity, sexual orientation, marital status, age, disability, and any other characteristic protected by applicable law.

Lebanon Area Habitat for Humanity values diversity and supports a positive, welcoming environment where all our employees can thrive. We strive to hire a workforce representative of the communities we serve, understanding a diverse workforce strengthens our organization.