



Resident Outreach VISTA - AmeriCorps VISTA The Neighborhood Developers, Inc.

Reports to: CONNECT Director

The Neighborhood Developers, Inc. (<http://theneighborhooddevelopers.org/>) creates vibrant neighborhoods where people from all walks of life can thrive. Focused on three cities that abut Boston to the north (Chelsea, Revere, and Everett), TND brings its core strengths -- building homes, engaging neighbors, and fostering economic mobility -- to community partnerships that create thriving families and strong neighborhoods. TND-owned buildings are home to approximately 400 families, of which 91% are low-income and 49% are extremely low-income. TND's Resident Services staff seek to build a sense of community among our 400 families, help ensure stable tenancy, and promote a high quality of life.

TND is also home to the CONNECT Financial Opportunity Center (<http://www.connectnow.org/>), which welcomes residents of TND-owned properties as well as members of the broader community. CONNECT co-locates and integrates the services of five organizations working together to improve the financial mobility of 4,000 clients annually. Of these, more than 1,000 people use CONNECT's financial capability services each year: they apply for food assistance and low-cost health insurance, maximize their tax refund using our free tax preparation service, bolster their financial confidence and knowhow in our classes, and build their upward trajectory with the support of a financial coach. Through the other CONNECT partner organizations, they can also learn English, advance their education, get into vocational training programs, get help finding a job, use specialized banking products to improve their credit, and solve housing problems. The integration and co-location of services is designed to make it easier for clients to overcome multiple barriers to economic mobility.

The Resident Outreach VISTA serves as a bridge between Resident Services and CONNECT, and has two major points of focus:

- (1) Link TND residents to CONNECT services so they are more able to use the opportunity of stable, affordable housing as an economic stepping stone. (50%)
- (2) Promote, support, and improve financial capabilities programming that is demonstrated to help people move out of poverty, with a particular focus on improvements to CONNECT service mix that will better meet residents' needs. (50%)

Job Responsibilities

TND is seeking an outstanding individual to provide one year of service as a Resident Outreach VISTA, serving as a full-time VISTA member from August 2017 – August 2018. Please see <https://www.nationalservice.gov/programs/ameriCorps/ameriCorpsvista> for more information about the Federally-funded VISTA program.

During the year of service, the Resident Outreach VISTA will be responsible for the following objectives:

- 1) Deepen tenants' utilization of TND and CONNECT services. Maintain a close working relationship with Resident Services staff; oversee community outreach and cultivate relationships with resident leaders; implement an evolving referral and retention plan; brainstorm, research, design, and test improvements to referral and retention plan; create a plan to improve financial capability



services at TND properties and initiate/promote efforts to bring other CONNECT services to TND properties; implement and improve a survey protocol, compile and report on results.

- 2) Expand CONNECT capacity to deliver Financial Capability services. Recruit, train, and supervise volunteers to increase our capacity to deliver services in novel ways; oversee integration of those services with those of our partner organizations.
- 3) Deepen the impact of CONNECT's Financial Capability services. Build systems and organizational capacity to increase the number of clients that can participate in the public benefits assistance program; collect feedback from clients on specific changes in program delivery that have been selected for testing.
- 4) Design and implement improvements to financial education. Research effective methods, convene focus groups, and survey past class participants; create and run a new financial education class using our "rapid prototyping" method, develop train-the-trainer materials, and cross-train other instructors.

The VISTA member will be supervised by the CONNECT Director and will work closely with Resident Services staff.

Please note this is a VISTA member position, not a staff position. VISTA (Volunteers in Service to America) provides full-time volunteers to nonprofit, faith-based and other community organizations to create and expand programs that bring low-income individuals and communities out of poverty. In addition to a living allowance, volunteers receive an education award or cash stipend, health insurance, and week-long training in a U.S. city. For more information about VISTA, see <https://www.nationalservice.gov/programs/amicorps/amicorpsvista>

Qualifications

Required:

- College degree or relevant work history
- U.S. Citizen at least 18 years of age
- Excellent verbal and written communication skills
- Bi-lingual English-Spanish (both written and spoken)
- Responsible, self-motivated, and able to carry out and prioritize multiple ongoing projects
- Ability to coordinate and supervise groups of volunteers
- Thrives in a fast-paced work environment
- Willingness to work a flexible schedule, including at least one weekday evening or Saturday per month, not to exceed 40 hours/week
- Strong work ethic, a good sense of humor, and a commitment to social justice

Desired:

- Experience working in a diverse multi-cultural community
- Relevant experience in community development programs and/or human services

To Apply

TND is an Equal Opportunity and Affirmative Action Employer.

Please email a resume and cover letter to personnel@tndinc.org. Applications will be accepted until June 30, 2018, but the position will be filled on a rolling basis.

