



Volunteer & Communications VISTA - AmeriCorps VISTA The Neighborhood Developers, Inc.

Reports to: CONNECT Director

The TND Volunteer & Communications VISTA will increase economic opportunity and mobility for people of low-income by 1) researching and developing a new formalized volunteer program plan to engage corporate and community volunteers in TND's economic mobility programs, and 2) utilizing communication strategies and tools to link people of low-income to multiple economic mobility services. This is an ideal position for someone who is a good communicator and a people person, who would like to build skills in communication strategies, new program development, and volunteer engagement at a well-regarded community-based non-profit. See testimonials from our former and current VISTAs at <https://www.connectnow.org/vistas>.

The Neighborhood Developers, Inc. (<http://theneighborhooddevelopers.org/>) creates vibrant neighborhoods where people from all walks of life can thrive. Focused on three multi-cultural cities that abut Boston to the north (Chelsea, Revere, and Everett), TND brings its core strengths of building homes, engaging neighbors, and fostering economic mobility to community partnerships that create thriving families and strong neighborhoods. TND-owned buildings are home to 429 households, 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 tenant 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 3,000 clients annually. At CONNECT, TND assists clients 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 other CONNECT partner organizations, clients can also improve English language skills, 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.

VISTA Member Activities

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

1. Develop a formal volunteer engagement plan for TND prioritizing Tenant Services and CONNECT programming. This is a new effort that serves a cross-team goal with Resource Development of creating corporate and community volunteerism opportunities at TND to engage existing and future donors.
 - a. Interview staff across TND to understand how the organization could best make use of volunteers. Homework clubs for young tenants? Mock interviews for job seekers?



- b. Conduct interviews of other non-profits and corporations that manage robust volunteer engagement programs to learn about best practices for volunteer management for nonprofits.
 - c. Canvass the largest businesses in TND's service area to determine which ones have volunteer engagement programs. Conduct interviews with representatives of a sampling of these companies to more completely understand how their employee volunteer program operate.
 - d. Write and distribute a summary of findings of best practices for volunteer engagement that integrates program goals with resource development goals.
 - e. Work with TND's database team (we use Salesforce) to establish a data system for tracking volunteer engagements.
 - f. Pilot new learnings by supporting up to three corporate volunteer engagements at TND during the term of service. Document procedures and lessons learned to institutionalize knowledge.
2. Create communications content that encourages tenants and the general public to access multiple economic mobility services at CONNECT and TND's properties.
 - a. Interview a sampling of current and prospective clients to understand their needs that could be fulfilled at CONNECT or through an enhanced volunteer program at TND's properties.
 - b. Develop client journey mapping for CONNECT as a whole to determine optimum paths through CONNECT's many services tailored to client profiles.
 - c. Create at least two different collateral pieces to be used in service delivery interactions throughout the year. These pieces will encourage clients already using one service to access additional CONNECT or tenant services.
 - d. Research possible incentive or rewards systems that encourage CONNECT clients to access additional services.

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.

Please see <https://www.nationalservice.gov/programs/amicorps/amicorpsvista> for more information about the Federally-funded VISTA program.

Qualifications

Required:

- College degree or relevant work history
- Able to work in the U.S. and at least 18 years of age
- Excellent verbal and written communication skills
- 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 periodic evening or weekend hours, not to exceed 40 hours/week



- Strong work ethic, a good sense of humor, and a commitment to social justice

Desired:

- Bi-lingual English-Spanish preferred (both written and spoken)
- Experience working in a diverse multi-cultural community
- Past experience as a volunteer in a community and/or human services setting

To Apply

TND is an Equal Opportunity and Affirmative Action Employer.

Please email a resume and cover letter to sshull@tdinc.org. Applications will be accepted and reviewed on a rolling basis until the position is filled through July 15, 2019.

