

VHCB AmeriCorps

Project and Resident Services Assistant

Twin Pines Housing Trust, White River Junction, VT



Learn all about affordable housing – its challenges, its need, and the way it changes lives. If you have a passion to serve others, come join us at Twin Pines Housing (TPH) in the vibrant Upper Valley region. Twin Pines is the Upper Valley’s leading provider and developer of affordable housing. The agency develops and manages affordable multi-family apartments, affordable homeownership units and mobile home parks. It currently manages or oversees 504 units of rental housing and 56 home ownership units. Additionally, TPH currently has 43 units of housing projects in the pipeline – we don’t sit still!

This position is part of the Vermont Housing & Conservation Board AmeriCorps (VHCB AmeriCorps). The VHCB AmeriCorps program supports the innovative dual-goal approach to creating stable affordable housing opportunities for Vermont residents while preserving the natural and working landscape. VHCB AmeriCorps is a national service program that places members with non-profit housing or land and energy conservation organizations around the state.

Twin Pines Housing’s mission is to strengthen the Upper Valley community by developing and improving affordable homes for individuals and families, and by supporting our tenants and owners. The goal of the Project Assistant position is act as a liaison between TPH staff and residents through project development, programming, and the supportive services that TPH offers. The Americorps Member will support and learn about the importance of affordable housing, while building professional and communication skills, and learning to serve with a variety of different people.

Essential Functions:

Twin Pines practices COVID-19 safety protocols. Many meetings are currently virtual. In-person meetings only take place when conditions allow and both parties are agreeable.

- Provide support for residents at all properties including support for development of two new properties.
- Attend meetings related to development and construction; communicate with vendors, tenants and staff.
- Engage with tenants on a one-on-one basis as needed.
- Communicate construction status, property updates, and other information to tenants through newsletters or other written correspondence.
- Assist residents with applications and other necessary paperwork to access benefits, assistance, and services.
- Provide social and supportive programming for residents.
- Improve food access for residents by assisting with the implementation of community gardens and lunch programs.



Serve. Experience. Lead

VHCB AmeriCorps

- Create, distribute and compile data through a rental resident survey collecting demographic information that the organization can use to determine how to best serve our residents.
- Assist with community and outreach event coordination and planning.
- Participate in an Independent Service Project under the guidance of VHCB AmeriCorps.
- Participate in VHCB AmeriCorps trainings, Service Days, Events, and Program Initiatives.
- Engage in professional and personal development activities and networking opportunities.

Secondary Functions:

- Design program guides, brochures, fact sheets, flyers, etc.
- Assist Maintenance Technicians to improve services at properties as needed
- Office organization, filing and data entry relevant to a service position.
- Create content for program website and social media.
- Create content for resident newsletters and social media.

Desired Qualifications:

- Strong time management, organizational and communication skills.
- Attention to detail
- Ability to manage multiple tasks and priorities
- Ability to serve independently and with multiple supervisors
- Ability to lift 25lbs
- Proficiency with Windows Microsoft Office programs
- Professional, friendly personality
- Reliable automobile and safe driving record

Minimum Qualifications:

- Be US citizen or have permanent resident status;
- Be at least 18 years of age upon entering the Pre-Service Orientation or 17 years of age with written parental permission that has been verified by phone;
- Be a high school graduate, have a GED certificate, or be willing to work towards a GED as part of the service-term. A member cannot have dropped out of high school to join AmeriCorps.
- Has not been convicted of murder or sexual assault and is willing to undergo a National Service Criminal History Check.
- Be committed to the VHCB AmeriCorps program's ethic of service and personal and professional development of its participants;

Additional Information:



Serve. Experience. Lead

VHCB AmeriCorps

Service will be performed virtually, in an office setting, and at properties with property management and resident services staff. TPH practices COVID-19 safety protocols where service is performed. AmeriCorps Members will have the option to serve virtually when possible. The Member will be guided and supported by the Project Manager, Director of Property Management, and Resident Services Coordinator. Time will be spent at a computer, communicating by phone and/or Zoom or Teams, collaborating with team members, and interacting with residents.



Position begins September 8th, 2021 and ends August 12th, 2022

This position is **Full Time**: Requires 1,720 hours for an average of 40 hours per week for 48 weeks. Member will receive a living allowance of \$20,400 (pre-tax), and an education award of \$6,345 (pre-tax) upon successful completion of service.

Other benefits include health insurance, federal school loan forbearance, and various training and networking opportunities.

To Apply: <https://vhcb.org/our-programs/vhcb-ameri-corps/positions>

For questions about this position or to send additional materials:

David Crandall, Director of Development
Twin Pines Housing
226 Holiday Drive, Suite 20
White River Junction, VT 05001
802-698-0587 (direct dial)
David.crandall@tphtrust.org

Application deadline: August 24th, or until filled

Additional information on AmeriCorps is available at www.americorps.org.

The Vermont Housing & Conservation Board (VHCB) is sponsoring this AmeriCorps position through their AmeriCorps Program. VHCB is an Equal Opportunity Employer. Positions are open to all applicants without regard to race, color, national origin, ethnicity, disability, age, gender, gender identity, sexual orientation, political affiliation, veteran's status, religion or creed.

Member Name: _____ Signature: _____

Serve. Experience. Lead

