

## Team Captain

Thank you for volunteering to serve as the Team Captain for Rebuilding Together! The work of Rebuilding Together is vital to the independence and safety of the homeowners we serve, but it is also tedious work. With your help, we can have maximum impact on the lives of those in need. Your task is an important one – thank you for taking the lead!

Please review this job description and make sure you meet all the requirements to do the job successfully.

### Qualifications

He/she should have full knowledge of the project, as well as Rebuilding Together. This person should have sufficient knowledge to know what their team can and cannot do. The Team Captain is responsible for organizing and executing the planning and preparation or Work Day and overseeing the completion of the project. This person should commit to be at the worksite for the duration of the project. **The time commitment for a Team Captain is approximately 30 hours, minimum.**

### Responsibilities

Team Captains are the primary link to homeowners before workday and have the responsibility of assuring their satisfaction. They need patience and the ability to deal with sometimes uncertain and skeptical elderly homeowners. The Team Captain is responsible for recruiting, organizing and informing volunteers. Home rehabilitation is usually completed over several weeks, but Rebuilding Together is primarily accomplished in one day. The difference is planning and teamwork. Good preparation will help make the day go smoothly.

- Go to [http://rebuildingtogether.civicore.com/VolunteerApp/index.cfm?Affiliate\\_ID=52](http://rebuildingtogether.civicore.com/VolunteerApp/index.cfm?Affiliate_ID=52) and fill out a new Volunteer Application or, if you've volunteered with us previously, enter your email address to review the information you used last time
- Familiarize yourself with all of the policies and procedures set out by RT OKC; Handling Difficult Situations, RT Dos and Don'ts, Construction Debris Disposal, Unfinished Work Day Tasks, Quality Assurance and Safety.
- Attend two mandatory meetings: an Assignment Meeting with RT OKC staff and Homeowner Night.
  - At the Assignment Meeting you will receive a **Scope of Work** for your project. You may make additions to the Scope but they have to be approved by the Project Manager or the Program Director. Priority should be given to repairs that make homes safe, secure and weatherproof.
- Visit work site several times prior to Work Day to plan and organize the project. The first visit must include your Area Director.

- Communicate with homeowner in regards to their priorities. Inform the homeowner of what repairs the team can and cannot accomplish – leave them with realistic expectations.
  - The Skilled Captain is in charge of discussing any preliminary work and return visits.
  - Determine if the homeowner will be present on Work Day. Make arrangements accordingly.
  - Visits must include assisting the Skilled Captain in planning and coordinating the Scope of Work and Materials List for Work Day.
- Obtain permission from the homeowner for all repairs using the Homeowner Agreement. **Do not promise anything your team cannot accomplish.**
  - After the Skilled Captain estimates the number of skilled and unskilled volunteers needed (see Volunteer Estimate Form), you will recruit sufficient skilled and unskilled volunteers to complete the work. Schedule and organize sufficient number of team volunteers, allowing for “no-shows”.
  - Make final plans according to the availability and abilities of your volunteers. Plan according to the amount of time they are willing to spend and a limited budget. Make wise decisions and plan well. Don't take on too many repairs.
  - Make arrangements for volunteers to bring the tools necessary to complete the repairs
  - Make sure the Volunteer Coordinator sends volunteer packets out at least two weeks prior to Work Day
  - Make all arrangements for waste removal and porta-potty needs for Work Day. See **Disposal of Construction Debris** and **Hazardous Waste** policy and **Porta-Potty Request Form**.
  - On Work Day, organize, delegate, and supervise. Even though you may be skilled, you should not do the work. Your job is to be sure the team is effective. You cannot do that if you are under the sink.
  - Maintain the flow and spirit of volunteers.
  - Meet with Area Director and Skilled Captain, Safety Captain, Green Captain, Room Captains, Volunteer Coordinator, Ambassador, Clean-up Captain and Runner before other volunteers begin to arrive.
  - Try to maximize your use of all volunteers.
  - **Each volunteer must sign a Volunteer Liability Waiver form. No volunteer will get a T-shirt or be allowed to work unless Rebuilding Together has possession**

**of the signed form. The Medical Treatment Authorization form must be completed for all volunteers under the age of 18. It requires a parent or guardian's signature. The form is found on the reverse side of the Volunteer Liability Form. These forms should be completed prior to work day if a parent or guardian will not be present.**

- Provide a master list of jobs, in order of priority, with the assignments listed. Be sure that the room captains are aware of their responsibilities and the scope of work in their care.
- **Team Captains are responsible for interacting with media representatives.**
- Communicate with homeowner, Area Director, Skilled Captain, and other captains throughout the day concerning progress of work and any unexpected problems.
- Assist the Skilled Captain as needed.
- Make sure all work that volunteers started is finished. Walk through the home with the homeowner and discuss what has been accomplished and what may not have been accomplished. Your team is responsible for the assigned house. Remember not to make promises about doing additional work after Work Day besides returning to complete work not finished on Work Day.
- Clean up all work areas. See "Disposal of Construction Debris" and "Hazardous Waste" policy in Handbook.
- Return unused and borrowed materials to the warehouse or supplier for a refund.
  - Leave opened cans of paint with the homeowner.
  - Obtain a credit receipt and return it to the Warehouse.
- Make arrangements to complete any unfinished work.
- Take Care of all necessary paperwork. Return the signed forms to your Area Director or the Warehouse at the end of the day, along with all receipts for all material purchases and credits.

## **JOB OVERVIEWS**

- The Green Captain will be in charge of making the no - low cost repairs that will help the home owner save money and energy.
- The Safety Captain is responsible for ensuring that all work performed at the jobsite is done in a safe manner. This person must plan for potential hazards in advance, take preventive measures by checking material and providing safety supplies, and watch for tripping and falling hazards, personal injury risks, improper material handling, improper tool usage, etc. Finally, this person must orient the volunteers on potential hazards, and distribute safety materials.
- The Room Captains will be responsible for prep (if applicable) and overseeing the work of volunteers in their assigned rooms. Each room will have a specific work scope with tasks that will be completed by the volunteer team assigned to the room. The number of team leaders depends on complexity and scope of the project. Also, they must be available to supervise and assist volunteers in their assigned area for the duration of the project.
- The Volunteer Coordinator will contact volunteers and provide them with the project overview, project location, maps, and carpooling info. They will be responsible for obtaining waivers from the volunteers at the beginning of Work Day, as well as planning lunch for the volunteers. The coordinator should be present all day, one of the first in and last out. On work day, collect the Volunteer Waivers, distribute t-shirts and name tags, inform volunteers of their job assignments and arrange lunch.
- The Ambassador should be someone who would enjoy spending the day caring for and communicating with the homeowner. If the homeowner would like to be away from their home on Work Day, they should make appropriate arrangements. They should also see that the needs of the homeowner are taken care of throughout Work Day. When there are questions about household items or decisions to be made about repairs, the Ambassador should visit with the homeowner. It is very important that the homeowner feels they are a member of the Team.
- The Runner will need to be available to pick up last minute items. They should be familiar with the type of materials and supplies at the Rebuilding Together Warehouse and know where it is located. They should be introduced to the Area Director and be informed about the Emergency Purchase Order process and the location of Forest Building Materials and the nearest Lowe's.
- Team Leaders (Team Captain and Skilled Captain) are expected to obtain the necessary skilled labor to complete the scope of work they have planned. If you have a need for volunteers with skills you cannot provide, ask around. You and the volunteers on your team have friends, relatives and coworkers that may have an unknown talent you can utilize. If you are still unable to recruit the volunteers needed, inform your Area Director and the Rebuilding Together office as soon as possible.

