

House Captain's Role & Responsibilities

Role

The house captain is the key player in the operation of Rebuilding Together. She/He is the one person at each house who is responsible for the smooth operation and happy atmosphere on the Rebuilding Together day. When the house captain enters the picture, she/he essentially takes charge of what happens at the assigned house. A great deal of preliminary thought and work has gone into the work scope and planning of materials at each house. The House Captain will study that, refine it and make it into a working organization. On Rebuilding Together Saturday, the House Captain is the motivator, organizer and supervisor for the crew; the spirit and temperament at his/her house will largely depend on him/her. As the chief liaison between the homeowner and the volunteers, she/he must make sure everyone is introduced and feels a vital part of the day.

Specific RESPONSIBILITIES of the House Captain are:

- ◆ Attend the orientation meeting for House Captains.
- ◆ Contact the homeowner, introducing herself/himself and making arrangements to visit the house so he/she can see first-hand the extent of work can confirm the supplies he/she will need, plan the best utilization of their crew and establish a rapport with the homeowner. He/She should emphasize family participation on the workday and with preliminary preparations (i.e. moving furniture, etc.).
- ◆ Call the volunteers on their list; confirm their participation; clarify expectations and skills; explain any special circumstances about the family; make sure they have received their volunteer letter; encourage them to be prompt and to come dressed appropriately; make sure they bring tools, paint brushes or other needed supplies; workout transportation and clarify questions
- ◆ Check supplies and supplement **before** the Rebuilding Together Day.
- ◆ Fill out an evaluation form which will be mailed to Rebuilding Together.

SAFETY IS OUR #1 PRIORITY

- ◆ Work should be geared toward making the home safe, warm and comfortable. Aesthetics are a bonus.
- ◆ The Rebuilding Together experience for the volunteers, sponsors, donors, and homeowners largely depends on how well you have organized the work to be done. Minimizing “downtime” of volunteers on CIA day by knowing what needs to be done and having the materials to do it, will aid in having the volunteers leave with a feeling of accomplishment and the homeowner satisfied.
- ◆ It is important that you are realistic (even conservative) in your assessment of what can be done by primarily unskilled volunteers in one day. The mere mention to a homeowner that you MIGHT be able to do something for them creates an expectation. **DO NOT TELL THEM YOU MIGHT BE ABLE TO SOMETHING UNLESS YOU ARE SURE IT WILL GET DONE. A SURPRISE IS BETTER THAN A LET DOWN.**

Thank you again for volunteering your time and expertise. The program could not exist without you!!!!