

## **Guidelines for House Liaisons**

### ***To Select a Liaison, look for someone who:***

- ◆ Can easily establish rapport with Rebuilding Together beneficiary
- ◆ Works comfortably with others
- ◆ Is sensitive to the needs and feelings of others
- ◆ Can converse easily
- ◆ Can easily gain the confidence of others
- ◆ Can be authoritative on behalf of the beneficiary
- ◆ Cooperates with varied personalities

### ***Duties of the Liaison***

- ◆ Establishes a relationship with the homeowner that puts the homeowner at ease in spite of the many intrusive activities that place on repair day.
- ◆ Acts as the homeowner's representative with the House Captain and the volunteers.
- ◆ Invites the homeowner and family to participate in some way in the repair of the work or assists the volunteers.
- ◆ Acts as a facilitator in differences that may arise on that day, keeping the homeowner's needs paramount.
- ◆ Where necessary, explains the need for actions that may not be fully understood by the homeowner and sees that nothing is done until the homeowner understands and agrees.
- ◆ Where necessary, explains the need to stop action that the homeowner does not want accomplished.
- ◆ Works closely with the House Captain to better understand the sequence of events to better explain to the homeowner. The House Captain and the Liaison must work as a team.
- ◆ Attend the Orientation and Home Selection Meeting. With Sponsor and House Captain select the house to be rehabilitated.
- ◆ Attend the project meetings. Attend the Team Leader home site preview with Sponsor and House Captain. Meet the homeowner prior to the workday. Obtain brief overview of family and history. Prepare rough estimates of the scope of work, list of materials, skilled labor and volunteers required.
- ◆ Invite the beneficiary family to the picnic and determine the number of people to attend. Be observant, noting any negative behavior on the part of the volunteers that may be offensive to the homeowner. Be observant of the homeowner's attitude.

Make arrangements with the homeowner to get there early, BEFORE the volunteer team arrives. Be the last to leave when the repairs are done. Congratulate the homeowner and thank them for the opportunity to help.