

Habitat for Humanity Tri Cities Position Opening/Job Description

Title Family Services Coordinator

Reports to Executive Director

Opening Respond via e-mail to: trichardson@habitat-tcp.org by **July 9,2010**

Job summary

The Family Services Coordinator performs a key role in coordinating and maintaining homeowner and/or potential homeowner orientation and application systems, supports the selection of new homeowners as well as programs designed to support families after they have been selected. This position is knowledgeable with HfH standards of excellence in homeowner selection and about fair housing laws and standards.

Responsibilities

1. Administrative

- Provide staff support to and manage the documentation of the homeowner selection process.
- Provides the primary staff support to Family Selection Committee
- Provide staff support to Family Partners
- Market and recruit homeowner applicants in order to fulfill our goal of providing homeownership for 10 families a year, focusing on attaining 5 families in the queue.
- Is the one-to-one partner with each family through the homebuilding and purchase process
- Process monthly mortgage payments and regularly interface with the families
- Create and post articles on Website and Habitat Insider Newsletter

2. Program

- Understand and have a commitment to Habitat's Mission and Values and be willing to represent and articulate Habitat's mission to its potential constituents and supporters
- Coordinate application process for potential homeowners: schedule and coordinate potential home buyer orientations; assist in the processing of applications; conduct and assess applicant credit; respond to questions from applicants regarding the status of their applications; ensure well-documented, accurate and up-to-date files for all home buyers.
- Participate in the screening and interviewing of potential home buyers.
- Assist in preparation of documents needed for closing and selling homes, ensuring well-documented, accurate and up-to-date files for all homeowners.
- Coordinate home buyer training courses, monitor home buyer attendance.
- Schedule and monitor sweat equity hours for applicant and home buyers.
- Participate in regular home visits with all families in their first year of home ownership, as well as facilitating regular contact with all Habitat families
- Serve as liaison to Homeowners' Associations
- Knowledgeable about HfH standards in home buyer selection and fair housing laws and standards
- Other duties as assigned

3. Other

- Participate in professional development of staff and volunteers
- Communicate and collaborate with other staff regarding issues homeowners raise with Habitat, including construction, home repair, financial and sweat-equity problems
- Provide assistance in selling homes to families, including attending Codes Covenants & Regulations meetings, closing, lease signing, etc.
- Organize and manage home dedication ceremonies

Characteristics and Skills Needed:

- College degree
- Understand and have a commitment to Habitat's Mission and Values
- Willing to represent and articulate Habitat's mission and Christian ministry to its constituents and supporters
- Self-starter, ability to take initiative
- Experience with mortgage servicing or lender activities a plus
- Enjoy meeting and working with people of various races, ages, economic and educational levels
- Well organized, detail-oriented, can juggle several projects simultaneously
- Flexible and copes well with change
- Good written and oral communication skills, comfortable using telephone
- Computer literate with MS programs
- Willing to work occasional evening and weekend
- Bilingual is beneficial

Benefits

Paid personal leave when applicable. Retirement Savings match after 2 years of employment.