

# Houston County Habitat for Humanity Program Services Coordinator

Position: Part-time, 30 hours/week, (Flexible, Saturdays)

Pay: \$12 per Hour

Benefits: In accordance with the Houston County Habitat for Humanity Employees Handbook

Reports to: Executive Director

Direct Reports: None

## SUMMARY

This position is responsible for:

- Coordinating volunteers; recruiting, and scheduling
- Support services to families from recruitment through homeownership

This position is self-directed and much of the work is done independently. It requires considerable discretion in defining a plan of action and carrying tasks through to completion. Work is reviewed by the Executive Director through periodic meetings and reports.

## QUALIFICATIONS

- Willingness to advocate the mission of Habitat for Humanity
- Bachelor's degree or equivalent combination of education and experience
- Two years of related experience in human services or social work. Habitat for Humanity (or non-profit) experience is desirable.
- Excellent interpersonal and cultural competency skills to effectively work with a wide spectrum of people in a collaborative way.
- Understanding of the challenges facing low-income families is highly desirable
- Excellent oral and written communication and presentation skills
- Ability to accomplish work results through volunteers
- Integrity, organization, attention to detail, ability to work independently, with minimum supervision and ability to multi-task required
- Ability to lead meetings in an efficient manner ensuring all voices are heard and business is accomplished
- Understand the importance of maintaining confidentiality with family information
- Excellent leadership qualities
- Realize the importance of patience in working with Habitat applicants, partner families, and homeowners
- Ability to work a flexible schedule including some weekends and evenings as required
- Proficiency with MS Office and Outlook

## RESPONSIBILITIES

### Volunteers

- Coordinate volunteer opportunities for individuals and groups. Facilitate opportunities for groups to volunteer. Solicit and arrange lunches for Saturday work crew.

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- Maintain schedule for volunteers in the office and at the construction site.
- Oversee Court Ordered Community Service program for job site volunteers
- Perform background screening on key volunteers
- Supervise Office Volunteers

## Family Selection

- Coordinate activities of the Family Selection Committee. Work with committee chair to determine meeting times and agenda, delegate tasks, and ensure follow through.
- Review selection policies to assure they are effective and legal. As needed, work with committee chair to revise policies for board approval.
- Monitor committee activities to assure they follow policies and the committee recommends qualified families. Support the committee and advise as necessary.
- Deliver introductory training for new committee members and advanced training for continuing members
- Coordinate public application meetings with prospective families
- Coordinate public relations and community outreach activities of the committee. Develop, with the committee, creative recruitment strategies to attract qualified applicants and committee member volunteers. Prepare and revise recruiting materials, including advertising for applicants and volunteers. Develop and maintain partnerships with schools, media, government, non-profits and other organizations.
- Coordinate newly selected families' transition to Partnership with Habitat.

## Family Partnership

- Coordinate activities of the Family Partnership program which matches each family with their Partner Advocate Liaison (PAL) from selection through the first year of homeownership.
- Develop recruiting techniques and materials to attract new PAL volunteers. Review and revise materials as necessary.
- Deliver training to new PAL volunteers in Habitat policies, and offer tools for working collaboratively with low-income families; match new Partner Families with their PAL. Review and revise training materials as needed
- Communicate with Partner Families and their PAL volunteer in writing and in person if they are not meeting program requirements and collaborative develop plans for successful participation. Enforce these plans, and, if necessary, deselect families according to policy.

## Family Support Services

- Foster the ideals of Habitat's program as "not a hand-out, but a Hand UP!" through homeowner education covering legal, financial, and practical aspects of homeownership

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- Coordinate family orientations, classes, and meetings throughout the pre-construction, construction, closing/homeownership phase of the program to prepare families for the responsibilities of homeownership.
- Foster a sense of Habitat Community by facilitating Habitat Homeowners and community stakeholders
- Monitor timely monthly mortgage payments and overall external home upkeep
- Facilitate meetings with Mortgage Stewardship Committee as needed

## Other

- Be familiar with the resources in the community; develop working partnerships with agencies enabling referrals to Partner Families and Homeowners as well as unsuccessful applicants who need assistance to qualify for the Habitat program.
- Maintain relationship with key staff in other Houston County housing support organizations.
- Serve as a liaison between Habitat staff, other Habitat committees, Construction Supervisor, volunteers, and families to communicate and collaborate on issues affecting families such as policy, construction, scheduling, finances, and sweat equity.
- Monitor and collect on mortgages
- Assist with special events
- Arrange for lunches on work days
- Write 3-4 grants per year specific to homeowner assistance
- Provide leadership on the Women' Build team.
- Other duties as assigned.

## WORK ENVIRONMENT

This position requires the incumbent be available to work outside normal working hours, including some evening meetings and some Saturdays. A car and valid driver's license is required to perform some of the duties of this position.

## How to Apply

For more information visit [www.hocohabitat.org/careers](http://www.hocohabitat.org/careers)

Applicants should send a resume, references, and cover letter outlining how they meet the specific requirements of the position to, [hocohabitat@att.net](mailto:hocohabitat@att.net) by July 21<sup>st</sup>, 2017

Please note selected candidate will be required to submit to a criminal record check.  
No phone calls, please.