Position Description: Manager of Homeowner/Family Services

Manager of Homeowner/Family Services supports HFHECT’s mission by managing the daily operations of homeowner selection and support services under the direction of the Executive Director and within all established policies and guidelines.

Description: At the core of Habitat for Humanity’s mission is preparing individuals for successful homeownership. This position will manage the programs and all the associated details of empowering future homeowners to become stronger and more self-reliant as they realize stability through shelter. The manager is responsible for the recruitment, processing, and selection of homeowners, coordinate the sale of homes, and provide direction for the programs designed to support homeowners after they have been selected. This position will also coordinate the work of the Homeowner Selection and Homeowner Services Committees while working to assist and nurture existing homeowners. Successful candidate will possess the following qualities:

- Enjoy speaking with people, being part of a team and working with volunteers
- Have strong financial skills and acumen, household budgeting, credit management, etc.
- Ability to manage a variety of activities, is well organized and can think strategically
- Possesses critical thinking and problem solving skills
- Has integrity and respects confidentiality
- Demonstrates financial responsibility in their own life

As this position deals with loan applications, it is subject to credit check, criminal background check, reference checks and annual certification of educational requirements.

Homeowner Services

1. Outreach

- Develop and maintain homeowner recruitment process, including marketing materials.
- Ensure compliance with affirmatively furthering fair housing plan
- Coordinate and implement small group and public speaking orientations to educate homeowner candidates about the Habitat for Humanity program.

2. Manage homeowner selection process

- Provide staff support to Homeowner Selection Committee, including scheduling, coordinating and attending committee meetings.
- Manage application orientations and content of presentation
- Review pre-qualifications and applications for compliance and eligibility requirements.
- Prepare committee for home visits and documentation requirements.
- In committee objectively score each applicant for need, ability to pay and willingness to partner.
- Prepare information for management and board of directors based on committee recommendations.
- Set appropriate timelines for each application round.
• Track and report to Affiliate management the progress of all applications; ensure timely responses and answering inquiries about status of applications.
• Notify applicants of approval or denial.
• Meet with applicants, as needed, to discuss application process and final decisions.

3. Manage Supportive Services

• Implement Homeowner Services Policy and make sure current practices are consistent with policies and current policies are appropriate.
• Serve as staff liaison to Homeowner Support Committee; including attending all meetings, informing members of all pertinent affiliate events; scheduling and organizing all planning and training sessions, speakers and special events.
• Ensure all program requirements are being tracked and reported on monthly
• Schedule and conduct initial meeting with each prospective homeowner upon approval.

4. Manage Current Homeowners Relationships

• Engage current homeowners in Habitat activities, work to keep them up to date on Habitat happenings.

Requirements/Qualifications:
• Must be willing and able to become a qualified loan originator and meet all annual requirements to maintain qualifications by anniversary date.
• Skills and experience working with varying economic and demographic backgrounds is desired.
• Education requirement: A bachelor’s degree in social work, psychology or sociology or an associate degree from a technical/vocational school in a related field along with 2 years of experience preferred working in a nonprofit organization.
• Incumbent must demonstrate excellent customer service skills consistently performing the responsibilities of the position and treating program participants with respect and dignity.
• Customer service skills must include good telephone etiquette (responding to calls with timely and accurate information) and compiling written documentation of significant communications with program participants for Affiliate files.
• The position requires the incumbent to have effective and appropriate instructing, facilitation, coordination, process administration, report compilation, communication (both written and oral), supervisory, organizational, analytical and mentoring skills.
• The position requires a candidate with intermediate level skills in the use of computer applications including but not limited to all Microsoft Excel, Publisher and Word.
• Valid driver’s license required.
• Ability to speak and read Spanish preferred.

Notes/Other: Job Duties:

• Budget/Financial Level/Stewardship and Financial Discretion: On request, proposes budget items to Executive Director for inclusion in annual budget planning process. Financial discretion is limited to expenditures within approved line item program budget.
• Serve as staff liaison to other community organizations as requested to gather and disseminate information regarding Habitat as appropriate to Affiliate’s homeowner selection and support efforts. This includes HOAs, neighborhood watch groups, etc.
• Perform other duties as assigned.

This is a part time 28 hour per week position reporting directly to the Executive Director. Hours Monday-Friday, with occasional weekend and evening hours required. Benefits include, holiday, vacation, and personal time off. Salary is commensurate with experience.

Please submit cover letter, resume to finance@habitatct.org or mail to Personnel, HFHECT, 377 Broad Street, New London, CT 06320. Please no in person drop offs.

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