



Job Title Homeowner Services Manager

Reports to Chief Programs Officer

General Description:

The Homeowner Services Manager provides direction for all facets of the Habitat Homeowner development including Financial Education, Empowerment, Homeownership incubation and Youth Empowerment/Blueprints for Life. This applies to both families who are desirous of becoming First Time Homeowners – including the Homeowner Selection Process. The Homeowner Services Manager will develop and maintain an ongoing relationship with the families even after closing on their homes. Pre and Post ownership surveys are required to support grants and an understanding of the impact of homeownership on our served population.

Qualifications:

A Bachelor's degree in Social Work or related field and/or 5+ years' work experience in the Affordable Housing field. Must include Staff training and design/development of curriculum and syllabuses of relevant subject matter.

Knowledge, Skills, and Abilities:

The HSM must demonstrate an ability to work with diverse populations and be at ease with large and small groups. Public speaking and a communication style that engages with others in a clear, professional manner is essential. Finally, the HSM should demonstrate an ability to receive and follow instructions and work as a member of a team.

Job Conditions:

Position is full-time, Monday through Friday. Some evening and weekend work is required. It is an exempt salary position.

Specific Responsibilities:

1. Manage the Homeowner Services Program Department details from recruitment to move-in. including, but not limited to, Homeowner Selection, Homeowner Support, Homeowner Education and the Youth Empowerment Program.
 - Provide oversight and direction to the marketing and recruitment process
 - to ensure departmental goals are met.
 - to ensure recruitment occurs in all cities served in Broward County.
 - to ensure the required number of families are selected for partnership in order to meet affiliate annual goal.
 - Provide oversight and direction to the design, management, and implementation of the Homeowner Education program and Youth Empowerment Program.
 - Provide oversight and direction to the design, management, and implementation of Family Partner Sweat Equity opportunities.
 - Assist the Loan Processor/Closer with the process of collecting necessary certification documents needed to facilitate the closing/move-in paperwork.
2. Direct the homeowner selection process.
 - Including affiliate adherence to applicable Fair Housing and Equal Opportunity laws, which apply to the process.
 - Including research and development of policies needed to comply with HFHI directives or to provide clear procedural direction to the process.



- Including communication with Executive Director and Homeowner Selection Committee as needed to facilitate the process.
3. Develop relationship between HFHB and faith-based/community organizations as a source of homeowner applications and funding
 - Create and maintain a database of organizations within the HFHB service area
 - Create a strategy for prioritizing interaction between HFHB and organizations
 - Develop and implement a communications strategy for building, strengthening, and maintaining outreach relationships
 - Keep Director of Volunteer Engagement updated on volunteer needs, incoming teams, and progress reports.
 - Engage local churches to provide for incoming work teams (food, lodging, church services, etc.)
 4. Assist the Loan Processor/Closer with the Closing process
 5. Coordinate with other directors, managers and departments as needed to facilitate affiliate goals.
 - Construction Department regarding build schedule, final options, move-in or any other site management issues involving family partners.
 - Development Department regarding issues involving families and sponsors i.e., build schedules, donations or special gifts to the family, speaking engagements, sponsor events, etc.
 - Volunteer Department regarding issues of site coordination, management of partner families and family volunteers, and sweat equity opportunities.
 - Accounting Department as needed to assist with counseling and problem solving with partner families.
 6. Function as the primary advocate within the affiliate regarding issues specific to family partners (Which may include training regarding family issues and/or working with families).
 7. Supervise AmeriCorps and/or VISTA members assigned to the Family Department.
 8. In addition, other duties as assigned by the Executive Director.