



Job Title Director of Homeowner and Neighborhood Empowerment
Reports to Chief Executive Officer

General Description:

The Family Services programs are the core and heart of the Habitat for Humanity of Broward mission/purpose. These programs provide direction for all facets of the Habitat Homeowner development and neighborhood stabilization. This encompasses outreach, selection, financial education, empowerment, homeownership incubation and our Youth Empowerment/Blueprints for Life programs along with post close support, advocacy, and impact.

Competencies

Competencies (Organizational Leadership):

Mission Oriented: Believes in Habitat’s mission and values and consider them as a framework for all professional decisions.

People Oriented: Provides motivating leadership to those we serve, those in the community, as a member of the Habitat Broward Leadership team, in advocacy as well as to all assigned committees and community groups.

Results Oriented: Focused on impact, responsible for a budget and prudent financial control. Seeks when applicable related grants and funding and ensures compliance and any corresponding requirements are achieved. Provides a positive and potentially life-changing experience for families who participate in the selection and building processes.

Personal Development Oriented: Committed to ongoing professional development, maintaining current qualifications, and increasing them as appropriate.

Specific Responsibilities:

Lead the Homeowner Services Program Department details from recruitment to move-in, including, but not limited to Homeowner Selection, Homeowner Support, Homeowner Education, the Youth Empowerment Programs, Neighborhood Revitalization efforts and the Good Neighbor Program.

- Provide oversight and direction to the marketing and recruitment process to ensure department and affiliate timelines and goals are met.
- Provide oversight and direction to the design, management, and implementation of the Homeowner Education programs and Youth Empowerment Programs with an eye on curriculum design, desired outcomes and measurable impact.
- Provide oversight and direction to the design, management, and implementation of Family Partner Sweat Equity opportunities.
- Ensure homeowner case management is maintained with monthly contact and updates along with a tracking system to monitor progress and ensure compliance of program participants.
- Assist the Loan Processor/Closer with the process of collecting necessary certification documents needed to facilitate processing and closing/move-in paperwork. Including attending and scheduling closings.

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- Coach all program participants to take advantage of their unique Habitat opportunity to advance their life goals and make significant steps towards becoming all that God seeks them to become.
- Continually review the homeowner programs, orientation sessions, education classes, post-close and delinquency process with best practices from empowerment methodologies.
- Engage homeowners in advocacy for the mission during program and post program. Their stories are what enables the work.
- Facilitate and support special events by engaging homeowners-such as groundbreaking, home assignment ceremonies, graduations, dedications, Habitat on the Hill, Legislative Days, other special events, volunteer days and special worship days with faith partners.

Lead the homeowner selection process.

- Outreach and Marketing to ensure applicant flow, pipeline and assignments are in sync with construction production and schedules.
- Establish and manage relationships with referral partners.
- Ensure recruitment occurs throughout the County.
- Ensure affiliate adherence to applicable Fair Housing and Equal Opportunity laws, which apply to the process including research and development of policies that may be needed to comply and provide clear procedural direction to the process.
- Align needed resources/volunteers to ensure support throughout the selection process.
- Manage the pre-app process and conduct homebuyer information sessions.
- Ensure there is a computerized system to track applicants throughout the process.
- Work to strengthen the re-application process for non-qualifying applicants that have correctable issues.

Lead Homeowner and Neighborhood Empowerment

- Lead and support efforts in creating sustainable and transformational neighborhood revitalization communities.
- Facilitate and support communicating successes, reporting metrics and planning ahead for new communities.
- Drive encouraging residents within neighborhood revitalization communities to apply for housing with Habitat and other housing partners.
- Partner and collaborate for deeper empowerment strategies for homeowners and neighborhood residents.
- Work with the communication to continually monitor Habitat Broward communications to ensure that the homeowner and neighborhood resident stories are told and that the organization operates in ways that are most empowering for homebuyers transforming neighborhoods.

Coordinate with the Habitat Team, Committee and Partners

- Construction Department regarding build schedule, final options, move-in, punch lists or any other site management issues involving family partners.
- Development Department regarding partnerships involving families and sponsors i.e., build schedules, donations or special gifts to the family, speaking engagements, sponsor events, etc.
- Volunteer Department regarding site coordination, management of partner families and family volunteers, and sweat equity opportunities.

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- Finance and Processing Department as needed to assist with counseling and problem solving with partner families both during the process and post-closing.
- Committees such as Nurture Partners, Selection, Family Support and Advocacy.

Knowledge, Skills, Abilities and Education:

The ideal candidate will have proven abilities that demonstrate a high level of passion and focus. An ability to shape organizational culture. Able to create strategies to meet Homeowner and Neighborhood Empowerment goals. The ideal candidate will have strong communication skills and will have a calm and pleasant demeanor when working with a wide variety of people. The ideal candidate will be detail orientated and have knowledge of mortgage lending and be informed about mortgage regulations.

The responsibilities include multi-tasking several activities with differing deadlines, importance and stakeholders requiring exceptional ability to organize and prioritize work and manage time. Ongoing training (e.g. fair housing, empowerment, mortgage lending, neighborhood revitalization....) is critical.

The candidate should possess a bachelor's degree or higher education from an accredited institution and have 5+ years in a related field and must be an expert in empowerment methodologies for working with under resourced families and communities. The ideal candidate will have a passion and calling to empower families and revitalize communities.

- 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.
- Excellent computer skills including excel, MS Word, MS PowerPoint, MS Outlook. Experience with data bases a plus. Ability
- Ability to organize work and time efficiently and effectively. Ability to work in an office with frequent interruptions. Must be a self-starter.
- Maintain QLO status (Qualified Loan Originator) and remain up to date on regulatory and compliance as relates to Fair Housing Act, Real Estate Settlement and Procedures Act, Delinquency and foreclosure guidance along with additional guidelines provided Habitat for Humanity's Procedure Manuals and resources provided by Habitat for Humanity International. Communication with other Habitat affiliates and HFHI headquarter staff is critical for implementing and improving programs.
- Current driver license and vehicle to (usage reimbursed at IRS rates) to travel within Broward County.
- 40 hour work week with flexibility to work evening and weekends to meet working family needs and meetings and projects.
- Ability to establish and maintain excellent working relationships with Habitat Broward associates, applicants and partner organizations.

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