

JOB DESCRIPTION: Family Services Coordinator – Repair Program

Habitat for Humanity Choptank is seeking a full-time Family Services Coordinator in its Home Repair Program. The Family Services Coordinator will support Habitat for Humanity Choptank's Home Repair program, which includes completing owner-occupied critical home repairs and weatherization services. This position will be charged with maintaining a pipeline of qualified homeowner families for Repair housing program services. This member will lead efforts to recruit families in focus neighborhoods and provide information about the program requirements and the process. They will serve as the homeowner's liaison and assist with the coordination of their home repair services. This member will be the point of contact for all homeowner's interested in owner-occupied repairs and serve as their support throughout the process. This member position is designed to move us substantially forward in accomplishing the affiliate's goals of ensuring safe and affordable housing in our communities. Additionally, this position will support Habitat's Homebuyer Program through the intake process. Specifically, s/he will be expected to:

Family Selection:

- ✓ Coordinate and oversee repair program homeowner recruitment processes to ensure program opportunities and guidelines are available to the community.
- ✓ Assess homeowner eligibility and maintain database of applicants and those approved for services for different programs including but not limited to: CDBG Home Repair, Façade Improvement, HOW, Weatherization, Helping Hands (revolving loan fund), etc.
- ✓ Complete Homebuyer intake process from client Inquiry to submission of completed Homebuyer Program Application packet, tracking inquiries and entering clients into the current data base.
- ✓ Complete all job duties in accordance with current policy and procedures to ensure equitable and quality administration of the home repair program.
- ✓ Provide accurate data and reports to ensure program compliance with HFHI and funding sources.
- ✓ Assist homeowner in understanding and completing application and other signed documents including Scope of Work, Homeowner Agreement, Promissory Note and Certificate of Completion.
- ✓ Provide applicants with application decision status within 30 days of application.

Loan Tracking & Origination:

- ✓ Complete Qualified Loan Originator (QLO) training requirements to meet HFHI Good Standing compliance.
- ✓ Monitor program compliance with housing and lending laws.
- ✓ Ensure documentation required by funders in the reporting of home repair and weatherizations is maintained and filed for each homeowner.
- ✓ Assist with grant reporting and audits conducted by government funding sources as required.
- ✓ Coordinate with Critical Home Repair Manager to ensure promissory note and supporting documentation is complete before construction begins.
- ✓ Provide Finance Manager and Critical Home Repair Manager with copies of the signed Scope of Work, Homeowner Agreement and Promissory Note.

Family Support:

- ✓ Inform families of requirements and options for completing sweat equity hours.
- ✓ Effectively record and track sweat equity hours and provide sweat equity reports for staff and families.
- ✓ Coordinate with, refer to, and track hours associated with Habitat Choptank's Education & Housing Counseling Program.

- ✓ Propose, design and deliver curriculum for home repair clients that offer a meaningful educational opportunity about home maintenance, financial literacy and navigating the home repair process.
- ✓ Advise denied families as to opportunities for other funding sources or resources in the community to assist them with critical needs (social services or legal aid referrals, for example).
- ✓ Develop relationships with local agencies, community, faith-based and social organizations.
- ✓ Implement delinquency/collection follow-up calls, mailings, home visits, and financial reassessment for families that are in default with their loan payments.
- ✓ Communicate to management issues homeowners raise with Habitat, including construction, home repair, financial and sweat-equity problems. Document all discussions and meetings with homeowner and candidates in the client files with copies to the family.
- ✓ Encourage and facilitate homeowners' involvement in Habitat's special events, conferences, dedications and any other events that allow for them to spread the mission of Habitat for Humanity.
- ✓ Maintain homebuyer/homeowner files and correspondence files keeping them up to date, including documentation related to collections, construction problems and conflicts with neighbors, etc.

Miscellaneous Duties:

- ✓ Ensure that we have a signed media release for each homeowner/family.
- ✓ Provide family stories and biographies to the Marketing Department to help promote the Repair program in the community.
- ✓ Provide monthly, quarterly and annual management reports regarding family selection and revolving loan fund payments as requested.
- ✓ Manage educational outreach activities to educate homeowners about routine and do-it-yourself home maintenance.
- ✓ Manage quarterly outreach activities with local community groups and churches related to Habitat Choptank's Tool Trailer.
- ✓ Other duties as assigned.

Requirements:

- Bachelor's Degree and recommended 4 years' experience in social services field.
- Knowledge of affordable housing and/or social service issues and concerns is required.
- Experience in grants management and administration desired.
- Self-motivated individual with the ability to function both independently and as a team member.
- Commitment to Habitat mission and ability to work with people of all races, faiths and backgrounds.
- Excellent oral and written communications and interpersonal skills with the ability to manage sensitive and confidential material with integrity.
- Must possess proficient technology skills, including computers and databases; willingness to learn new software programs.
- Excellent project management and organizational skills, ability to multi-task when faced with competing deadlines with timely and consistent attention to detail and follow up.
- Must be able to pass background checks.
- Flexibility regarding work assignments and work hours. Position requires availability to work on occasional Saturdays or evenings as necessary.
- Maintain a consistent professional image through dress, actions, and relationships with others, modeling Christian principles and Habitat values.
- Proficient in Spanish is an asset but not required.

Hours: Full - Time (M-F 8:30 – 5:00pm) with some evenings and weekends required



Serving Dorchester and Talbot Counties

Compensation: Commensurate with experience

Reports to: Housing Counseling & Family Services Manager

Benefits: Medical, Dental, Vision, 401K with 4% match, Life Insurance, and generous Paid Time Off

For confidential consideration, please email resume and cover letter to: info@habitchoptank.org.