



FAMILY SERVICES COORDINATOR JOB DESCRIPTION

Job Title: Family Services Coordinator

Job Status: Full-time regular employee / 35 hours per week / Benefit eligible

Reports to: Executive Director

Pay: \$14.75-\$18.75, based on experience

Overview: Under the supervision of the Executive Director, the Family Services Coordinator will be responsible for working with individuals and families who wish to purchase a home or qualify for a repair loan through our three housing programs which including our Home Buyer, Home Repair and Rock the Block Programs. This employee will work with individuals and families on all fronts including, but not limited to fielding program inquiries, recruitment/community outreach, case management, loan origination, delinquency management and program evaluation. All our housing programs are guided by board policies.

Essential Duties and Responsibilities

Housing Program Recruitment and Community Outreach (30%)

- Responds to housing program inquiries by answering emails, phone calls, responding to voicemails and responding to website form submissions; maintains a master inquiry list
- Attempts to get interested applicants scheduled for an in-person one-on-one meeting or to attend a public informational meeting; gives a presentation on the housing program of interest and hands out application materials as requested
- Develops and maintains positive working relationships with other nonprofit service providers, case managers, social workers, counselors, pastors, bankers and other housing providers
- Processes applications for our housing programs under the guidance of the appropriate program policy; completes credit and background checks, sex offender registry checks, employment verification and rental history verification
- Schedules home visits in partnership with the Family Services committee for the Home Buyer Program and schedules feasibility site visits with the Construction Manager for the Home Repair and Rock the Block Programs
- Maintains applicant documentation according to federal guidelines to ensure candidates are notified of their status (declined or accepted) within required time frames; ensures files are up to date with these communications
- Maintains a list of community resources as a referral outlet for families who are denied from our programs or need immediate help when our application period is closed

Case Management (30%)

- Provides case management to individuals and families once they are approved into one of our housing programs; acts as the single point of contact for all questions/meetings and documents all meeting notes in individual and family files
- In partnership with the Volunteer & Special Events Manager, tracks sweat equity hours and provides regular reports to families on their progress
- Researches education-based sweat-equity opportunities for our Home Buyer Program families
- Maintains a list of community resources that can be used as a referral source for individuals approved into our housing programs
- Fields warranty work phone calls from individuals or families with a mortgage or repair loan

Loan Origination, Closing and Delinquency Management (25%)

- Completes annual Qualified Loan Originator training offered through Habitat for Humanity International and ensures compliance with all federal and state mortgage lending laws and regulations as applications are processed and loans are approved
- Orders home appraisal upon the completion of construction
- Acts as the liaison between Habitat partner families and the closing team (attorney, title company and down payment assistance agencies) to schedule and execute all mortgage closings in a timely fashion
- Participates in closings with the Executive Director
- Serves as the single point of contact for all questions or delinquency issues post-purchase

Other Duties (15%)

- Serves as the staff liaison for the Family Services committee
- Oversees data collection and program evaluation for all individuals and families served through our housing programs
- Performs neighborhood walks with individuals and families to build awareness in the neighborhoods where we build homes through our Home Buyer Program
- Assists the Volunteer & Special Events Manager in recruiting and preparing individuals and families to speak at Groundbreaking Ceremonies, Dedication Ceremonies and other Habitat events
- Participates in the annual budgeting process and ensures that expenses for family services are in range of what was planned to be spent

Desired Skills, Education & Experience

- Bachelor's degree is required; social work, human services or another related field is preferred
- 2+ years of work experience in case management or the mortgage lending industry is preferred
- Experience with Microsoft Office products, mail merges and Gmail is required
- Experience with program evaluation, administering surveys and tracking client data points is preferred
- Ability to demonstrate professionalism and appropriate boundaries and ethics is required
- Self-starter with the ability to take initiative and responsibility to manage multiple priorities and projects
- Strong time-management, planning, motivational and organizational skills
- Enthusiastic and customer focused personality who is comfortable speaking to individuals and groups
- Strong interest in working in the nonprofit sector and supporting the mission, vision and strategic direction of Habitat for Humanity Lakeside as we work to create a community where everyone has a decent place to live

Other Job Requirements

- Ability to pass a criminal background, sex offender registry and credit check
- Ability to complete annual Qualified Loan Originator training through Habitat for Humanity International
- Valid Wisconsin driver's license, automobile insurance with adequate liability coverage and a reliable vehicle to use for affiliate business including travel to and from meetings, home visits, and job sites
- Flexibility to work a schedule with some nights and weekends but with a normal working schedule of 9:30am-4:30pm Monday through Friday

Work Environment and Conditions

- Our Mission: Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope. Applicants must be comfortable working for a Christian organization.
- Operating within the construction, retail and human services industries, applicants must be sensitive to the large diversity of people who will interact with our organization
- At times there may be heavy phone and email volume with extended periods of time working in front of a computer while at other times there may be bending, lifting and climbing that would occur outside of the office on build sites, in our ReStore or for setting up or tearing down of events

Habitat for Humanity Lakeside is an equal opportunity employer. We seek to use and assign the best qualified staff for all of our positions in a way that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status, or any other status or characteristic protected by law.

Application Instructions and Timeline:

This position will remain open until filled. An initial review of applications will begin on Wednesday, May 22, 2019. Interviews will begin shortly after that. To apply for this position, send a resume and cover letter to Sarah Beckman, Executive Director, at sbeckman@habitatlakeside.com.