

JOB DESCRIPTION: Family Services Coordinator

Habitat for Humanity Choptank is seeking a full-time Family Services Coordinator in its Neighborhood Revitalization program. The Family Services Coordinator will support Habitat for Humanity Choptank's Neighborhood Revitalization (NR) program, which includes strategic acquisition, community collaboration, block cleanups and neighborhood outreach and education. This position will be charged with maintaining a pipeline of qualified homeowner families for NR housing program services. This member will lead efforts to recruit families in focus neighborhoods and provide education 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 NR homeowner families 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. 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.
- ✓ Maintain database of applicants for different programs: CDBG Home Repair, Weatherization, Helping Hands (revolving loan fund).
- ✓ Assist homeowners with completing applications; ensure file documentation is complete for standards of each program.
- ✓ Create a system for tracking and approving homeowner sweat equity/volunteer hours.
- ✓ Assist NR Manager in creating education opportunities for homeowners, assist homeowners with scheduling education opportunities, and document participation.
- ✓ Assist NR Manager in obtaining homeowner signatures on work orders, promissory notes, and completion certificates for files.
- ✓ Track payments on loans; send follow up letters as appropriate.
- ✓ Assist homeowner with applications to multiple funding sources as necessary to fund home improvements, weatherizations and repairs.
- ✓ Complete Certified Loan Originator training. Train to support processing of USDA applications (504 direct) for repair and serve as a backup for new construction (502 direct) to support USDA loan application submission.
- ✓ Develop relationships with local agencies, community, faith-based and social organizations.
- ✓ Monitor program compliance with housing and lending laws.
- ✓ Keep track of documentation and ensure applicants are notified of their status (declined or acceptance) within required timeframes.
- ✓ Meet with applicant to review information obtained for the purpose of matching the applicant to potential repair funds, including advising denied families as to opportunities for other funding sources or resources in the community to assist them with critical needs that must be resolved before application can proceed (social services or legal aid referrals, for example).

Loan Tracking & Origination:

- ✓ Work with NR, Executive Director and Finance Manager to develop system to track and collect revolving loan fund payments.
- ✓ Maintain homeowner files and documents to meet requirements for each grant funding source.
- ✓ Assist with grant reporting and audits conducted by government funding sources as required.
- ✓ Coordinate with Construction Supervisor in charge of repairs to ensure promissory note and supporting documentation is complete before construction begins.

- ✓ Review tracking system with NR, Executive Director and Finance Manager to ensure system is meeting goals and needs of the affiliate.

Family Support:

- ✓ Inform families of opportunities to earn sweat equity hours and effectively track completion to ensure families are accumulating hours as required; provide and display sweat equity reports.
- ✓ Provide program development and training for family support/self-sufficiency, including the areas of home maintenance, payment timelines, family financial management, budgeting and homeowner mutual support.
- ✓ Implement delinquency/collection follow-up calls, mailings, home visits, and financial reassessment for families that are in default with their loan payments.
- ✓ Communicate and collaborate with other staff regarding issues homeowners raise with Habitat, including construction, home repair, financial and sweat-equity problems. All discussions and meetings with homeowner and candidates will be documented in the 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 homeowner files and correspondence files keeping them up to date, including documentation related to collections, construction problems and conflicts with neighbors, etc.

Miscellaneous Duties:

- ✓ Write family bio and work with the Development & Communications Manager to special community or meet the family events.
- ✓ Conduct meetings with families throughout the process to maintain communication and ensure effective progress towards homeownership.
- ✓ Support special events organizing: home dedications, ribbon cutting celebrations, NR Community events.
- ✓ Provide required monthly, quarterly and annual reports regarding family selection and revolving loan fund payments.
- ✓ Other duties as assigned.

Requirements:

- Bachelor's Degree and Minimum 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 and priorities with timely and consistent attention to detail and follow up.
- Must possess independent decision making abilities, and considerable judgement and initiative to determine the approach or action to take in non-routine situations.
- Must be able to pass background checks.



Serving Dorchester and Talbot Counties

- 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 (8:30 – 5:00pm) with some evenings and weekends required

Compensation: Commensurate with experience

Reports to: Neighborhood Revitalization Manager

Organization Description:

Habitat Choptank, an independent affiliate of Habitat for Humanity International, works in partnership with God and all people to transform communities and the lives of qualifying families in Dorchester and Talbot counties by building simple, decent and affordable homes. Since 1992, the nonprofit has built or rehabbed over 78 homes in partnership with local working individuals and families. These homes are purchased by qualifying, low-income buyers with affordable mortgages empowering them and their families to build stability, strength and self-reliance in their community.

Benefits for this position include paid time off, paid health insurance for the employee, and a 4% matching 401K retirement program.

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