



Manager of Family Services Position Description

Organization: Accountable to the Executive Director
Supervises AmeriCorps Family Services Coordinator
Leads Family Services Committee of volunteers
Serves as a member of the core leadership team for Sussex County Habitat for Humanity

Scope: Expand and strengthen Family Services through the implementation of programs and processes that execute Habitat's mission of bringing people together to build homes, communities and hope. Recruit, educate, and empower partner families with the skills necessary to become and remain successful homeowners and dynamic members of their communities.

Lead recruitment process to identify local people in need of decent affordable housing

- Manage the outreach and application process for the Habitat homeownership program
- Lead the Family Service Committee to make recommendations of qualified homebuyer candidates to the Board of Directors
- Network with other outreach programs locally to coordinate service delivery and/or provide quality referrals

Oversee qualification process of Habitat homebuyers

- Ensure that all aspects of the SCHFH loan processing for homeownership are in compliance with local, state and federal laws
- Maintain knowledge of lending and other applicable laws and participate in required continuing education
- Able to pass the annual recertification program done in conjunction with the American Bankers Association and Habitat for Humanity
- Manages funding requirements in relationship to specific properties and homebuyers

Empower partner families through education programs

- Provide New Partner Family Orientations for incoming partner families
- Implement homebuyer education program while incorporating community experts and volunteers, both Pre and Post Purchase Education (Meets HUD Housing Counseling requirements)
- Implement, measure and track pre and post-homeownership education sessions

Manage overall Family Services Program

- Assist partner families in setting goals to achieve homebuyer program requirements (ie. Sweat Equity, Education, debt reduction, credit management, etc.) in a timely fashion
- Track partner family progress towards programs requirements
- Establish and maintain communication processes with Habitat homeowners and develop a program designed to keep families connected to the affiliate through events, opportunities for advocacy and volunteerism

- Evaluate effectiveness of services and programs provided to partner families and the Habitat homeowner community through program evaluation and partner/homeowner interviews
- Manage and update all files and databases for applicants, partner families and homeowners
- Provide translation and interpretive services for all Family Services programs and documents (Spanish/English)
- Communicate regularly and work closely with the Family Service Committee regarding partner families' status
- Provide guidance, support, and professional development opportunities to Committee members while managing the growth and effectiveness of the Committee

Qualifications: Bachelor's degree or equivalent professional experience required
 Prior employment experience in a not-for-profit organization or other lending institution
 Desire to support the mission of Sussex County Habitat for Humanity

Skills

- Housing Counseling certification and experience
- Mortgage loan origination experience
- Proficiency communicating in Spanish and English
- Demonstrate excellence when working and communicating with people, written and verbal
- Display excellent organization and management skills
- Coordinate and multitask efficiently
- Employ the ability to train, motivate, empower and supervise volunteers
- Exhibit strong listening and evaluation skills when working with partner families and addressing their individual needs and program requirements
- Works well with individuals from diverse backgrounds and differing levels of education and experience
- Succeed with minimum supervision, excel as a member of a team
- Proficient in Microsoft Office (Word, Excel, Power Point, Google platform)
- Willingness to learn and use Habitat for Humanity database

Application Process:

Please send a letter of interest and resume to apply@sussexcountyhabitat.org. Include "Family Services Manager" in the subject line.