

## Healthy Homes Repair Program Manager

Reports to: Director of Healthy Homes

Classification: Full Time

**Position Summary:** The Healthy Homes Repair Program Manager at Sussex County Habitat for Humanity plays an important role in our mission to support income-qualified homeowners in Sussex County, Delaware. This multifaceted position demands a blend of administrative, organizational, and communication skills.

### **Key Responsibilities:**

- **Application Management:** Facilitate the intake process by receiving and processing repair applications from homeowners. This includes accurate data entry and ensuring all required paperwork is complete.
- **Client Communication:** Engage with homeowners to clarify information, address inquiries, and schedule home visits for assessment and consultation.
- **Database Maintenance:** Maintain accurate records of homeowner information, project details, and progress updates within our database systems.
- **Project Coordination:** Manage multiple repair projects simultaneously, liaising with subcontractors, healthcare specialists, and community partners to ensure efficient and timely completion.
- **Home Visits:** Conduct in-home assessments to evaluate repair needs, discuss project scopes, and establish timelines in alignment with homeowner preferences.
- **Quality Assurance:** Oversee the implementation of healthy homes programs, ensuring repairs meet established standards for health and energy efficiency.

### **Qualifications:**

- Proficient in administrative tasks, including data entry, documentation, and record keeping.
- Strong organizational skills with the ability to manage multiple projects concurrently.
- Excellent communication skills, both written and verbal, for effective client interaction and collaboration with stakeholders.
- Detail-oriented approach to ensure accuracy and completeness in all aspects of the job.
- Ability to work independently and as part of a team in a fast-paced environment.
- Commitment to the mission and values of Sussex County Habitat for Humanity.

**Knowledge, Skills, and Abilities:**

- Bachelor's degree in a related field or equivalent work experience required.
- Critical program management and leadership experience.
- Preferable basic residential construction knowledge.
- Bilingual in English and Spanish preferred.
- Commitment to teamwork and promotion of Habitat for Humanity's principles and views.
- Strong project management, time management, problem-solving, and analytical skills.
- Excellent communication and presentation skills, both written and verbal.
- Strong listening and evaluation skills to ensure program success.
- Self-motivated, ability to work independently, handle concurrent tasks, and make appropriate judgments and decisions.
- Excellent interpersonal skills to establish, build, and maintain effective working relationships.
- Desire to contribute to a culture which embraces diversity, equity and inclusion.
- Experience overseeing budget approval processes.
- Proficient in Microsoft Office products, Zoom, etc.

**Work Environment / Physical Requirements:**

- Regular evaluations at 30, 60,90 days, 1 year, and annually thereafter.
- Work will involve a balance between community engagement and administrative tasks.
- Ability to stand for long periods, lift at least 25-50 lbs climb ladders for roof inspections, and crawl under homes for inspections.
- Must have dependable transportation, a valid driver's license, and a good driving record.
- Availability outside normal hours during emergencies.

**Equal Opportunity Employment:**

Sussex County Habitat for Humanity is an Equal-Opportunity Employer committed to diversity, equity, and inclusion in all aspects of employment. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, or national origin.

SCHFH will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment or recruitment

advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

**How to Apply:**

- Email your cover letter and resume to [apply@sussexcountyhabitat.org](mailto:apply@sussexcountyhabitat.org).
- Visit our website at [www.sussexcountyhabitat.org](http://www.sussexcountyhabitat.org) for additional career opportunities.
- Join us in making a tangible difference in the lives of Sussex County homeowners by contributing your skills and passion to our Healthy Homes program.