

Job Title: Bilingual Community Engagement Specialist (English/Spanish)

Position Location: Charlottesville, Virginia

Reports to: Associate Director of Community and Family Services

Employment Type: Full-time, Salaried. Includes occasional evenings and weekends

The Organization:

Habitat for Humanity of Greater Charlottesville (Habitat) is an innovative non-profit housing organization creating simple, decent, affordable housing in partnership with low-income families, volunteers and the community of Greater Charlottesville. Homes are built with a volunteer labor force including homeowner families, corporate, civic, and church groups.

Additionally, Habitat owns and operates the Southwood Mobile Home Park with the goal of redeveloping it as a mixed-income, mixed-use community for current and future residents. Habitat is an affiliate of Habitat for Humanity International, a non-denominational global housing ministry dedicated to eliminating housing poverty worldwide

Summary of the Position:

The Bilingual Community Engagement Specialist is part of Habitat's Department of Family and Community Partnerships, which provides direct services and supports for applicants and Habitat homebuyers. The Department is made up of both Financial Coaching staff who support families individually as they journey towards homeownerships, as well as Community Engagement staff that support each neighborhood or build to anticipate and react to challenges pre and post closing. This will range from facilitating spaces to aid in building new support systems, helping as needed when children change school districts, etc. This position reports to the Associate Director of Community and Family Services. Salary will be commensurate based on experience, range is \$35,000-\$45,000 plus benefits.

Scope of Responsibilities:

Habitat aims not only to ensure families have access to decent and affordable homes but also the support, skills and resources needed to successfully transition into their home and thrive in their new communities. Habitat is seeking a Community Engagement Specialist to provide individualized support to Habitat homebuyers and homeowners to ensure the long-term success of our families as they move into their homes. This person will work both in preparing homebuyers for successful homeownership during the pre-purchase phase, assist with closings, and continue to support homeowners after closing.

Prerequisite Needed:

- Excellent interpersonal skills
- Strong English *and* Spanish Skills, both written and verbal
- Ability to work effectively and compassionately with low-income residents from diverse racial/ethnic backgrounds
- Strong group facilitation skills
- Ability to develop and maintain effective working relationships with volunteers, colleagues and Board and committee members
- Demonstrate ability to multi-task, plan, organize, and implement multiple projects and meet deadlines independently
- Demonstrate attention to detail

- Commitment to Habitat for Humanity's mission of service to others and to lending a hand to community members enmeshed in generational housing poverty
- Positive, "can do" personality with the ability to adapt flexibly to a changing work environment

Responsibilities:

- ***Pre-closing Homebuyer Support***
 - Provide regular check-ins and support for families preparing for homeownership in Habitat's Homebuyer program
 - In conjunction with the Associate Director, develop, coordinate and teach homebuyer education classes on a variety of topics including home maintenance, HOAs, (in English/Spanish)
 - Develop and facilitate Community Conversations (in English/Spanish)- monthly meetings where future Habitat Homeowners come together to build a collective vision for their future neighborhood, develop a sense of social cohesion, identify social norms and expectations, and build a foundation of respect and trust that will help them build a strong and sustainable community.
- ***Closing Support***
 - Support Habitat's Compliance Officer in preparing families to close on their home. Duties include scheduling meetings and appraisals; coordinating homeowner's insurance; providing interpretive services during meetings and eventually meeting directly with homebuyers and record-keeping.
- ***Post-closing Homeowner Support***
 - Provide regular check-ins and support for Habitat homeowners after closing to ensure stability and a successful transition into homeownership
 - Assist with troubleshooting HOA related issues with Habitat homeowners
 - Implement a process for continually gathering feedback about housing and community design from Habitat homeowners to inform Habitat's planning and building strategies by conducting surveys with homeowners and tracking data
 - Provide administrative support for Department of Family and Community Partnerships, specifically Spanish interpretation and translation
 - Work with Director of Neighborhood Revitalization to develop and implement a plan to develop a Southwood Homeowner Council comprised of Habitat homeowners living in Southwood.