

Job Title: Bilingual Rehousing Manager

Position Location: Charlottesville, Virginia

Reports to: Director of Family Services

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

Habitat for Humanity of Greater Charlottesville is a non-profit organization that brings people together to build and rebuild homes and communities, so that everyone in Charlottesville can have a decent place to live. We are deeply committed to working in respectful partnership with community members to support healthy neighborhoods.

Habitat is currently redeveloping the Southwood Mobile Home Park, a 120-acre, 1,300 resident community located in Albemarle County. We are working side by side with residents to plan for a mixed-use, mixed-income community of more than 1,000+ new homes and businesses. When complete, Southwood will be a national model of compassionate and inclusive resident-led redevelopment. At Southwood and elsewhere, Habitat rebuilds communities via a long-term Asset Based Community Development approach, using the skills and talents of community members themselves to help them achieve their own vision.

Job Summary:

The Southwood Rehousing Manager is responsible for facilitating healthy rehousing choices for all families directly impacted by the redevelopment of Southwood and to ensure that families are well-supported throughout their rehousing journey. This role is responsible for the planning, monitoring, coordination and execution of transitional supports for families being temporarily or permanently rehoused as part of the redevelopment and ensuring that all activities are compliant with all state and federal regulations. This person is responsible for meeting with families and assessing their housing needs/goals, evaluating their finances, and explaining their housing options in redeveloped Southwood and any steps necessary to financially prepare to purchase or rent a home in redeveloped Southwood. The Rehousing Manager will supervise a Southwood Financial Empowerment Coach and will report to the Director of Family Services.

Responsibilities:

Rehousing Coordination

- Coordinate relocation strategies with the Director of Family Services, community engagement team and financial empowerment staff that take into consideration resident needs and priorities, rehousing costs, and URA regulations
- Lead rehousing conversations with families impacted by redevelopment; walk families through their rehousing options, talk to them about their housing goals, and provide financial coaching so families understand the steps they need to take to be financially prepared to achieve their housing goals
- Ensure families understand the rehousing process, their rehousing choices, and their rights and responsibilities under the Uniform Relocation Act
- Consistently meet/communicate with families throughout their rehousing process to ensure a positive experience

- Work closely with the Rehousing Operations Manager to swiftly and compassionately address the concerns of families throughout their rehousing journey
- Provide housing navigation services to Southwood residents
- Build relationships with realtors, landlords and other housers in the Greater Charlottesville area to assist in building relocation opportunities
- Assist residents in accessing community resources and funds as needed to support rehousing goals
- Conduct Rehousing and Financial interviews with Southwood residents planning to rent or purchase a home in redeveloped Southwood;
- Support the Rehousing team in URA compliance work (keeping physical and digital files organized, etc.)
- Maintain client records and accurately document rehousing conversations and letters/notices sent to clients in compliance with grant and regulatory audit requirements
- Create and maintain spreadsheets and other tracking documents that are shared across the team to coordinate a multi-step rehousing process

Financial Coaching

- Provide one-on-one financial coaching to low-income families and individuals
- Conduct thorough financial assessments, including analysis of pay stubs, tax documents, profit-and-loss statements, public benefits, bank statements, credit reports, etc. to pre-qualify families for a Habitat mortgage
- Access credit reports/scores and provide strategies for reducing debt and improving credit
- Utilize and maintain up-to-date financial calculators to track client progress
- Collect required income documentation for partner families: pay stubs, income/expense trackers, bank statements, W2s/tax returns
- Assist clients in resolving current financial situations, while providing a wide lens on their financial health to shift the approach to proactive financial management
- Employ motivational interviewing techniques and strengths-based approaches to build effective, long-term relationships with program participants
- Work with clients to complete a detailed financial assessment and build a holistic plan of action that addresses barriers to financial stability and self-sufficiency
- Work with individuals to document a budget and build a spending/savings plan that supports their goals and values
- Work closely with Rehousing/Community Engagement/Department of Family and Community Partnerships teams to coordinate the Southwood Homebuyer pipeline so there is an appropriate flow of families ready to purchase/rent Habitat homes as they become available
- Use Outcome Tracker, a client management system, to document and report on client outcomes accurately and in a timely manner
- Understand services and resources offered in the community, such as employment services, child care supports, housing counseling, and other critical social services and connect the clients to these resource
- Meet with applicants to assist them with the application process and discuss the Habitat program

General Support

- Train, mentor and supervise a Financial Empowerment Coach
- Administer surveys, collect data, enter data and provide information for various grant applications and reports
- Document the stories and successes of program participants
- Support Community Engagement team in outreach efforts and communications
- Support Spanish facilitation of classes, community meetings, planning sessions and other group meetings involving Southwood residents
- Provide translation support (verbal and written) as needed to support program operations
- Manage the Southwood Financial and Community Empowerment Coach
- Perform other tasks as assigned by supervisor

SKILLS REQUIRED

- **Full professional proficiency in Spanish and English**
- A Bachelor's Degree or relevant professional experience in similar field
- HUD housing counseling certification a plus, but not required (**must take and pass exam within first 4 months of employment**)
- Previous experience serving low-income population and/or the ability to provide services in a compassionate and culturally sensitive manner
- Detail-oriented and organized
- Ability to communicate in a calm, professional manner while under pressure and de-escalate whenever possible
- Comfortable working independently with strong initiative
- Aware of and sensitive to a diversity of cultures, life experience, power/privilege and background
- Experience in facilitating adult education groups and/or developing curriculum
- Experience or interest in mentoring and/or coaching
- Excellent interpersonal skills and strong ability to listen
- Excellent communication skills both oral and written
- A strong understanding of personal finances, particularly in the areas of budgeting, asset building, and credit building
- Ability to manage confidential matter
- Ability to develop and maintain effective working relationships with volunteers, colleagues and Board members
- Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines
- Proficient knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Drive (Docs, Sheets, Forms), and other common non-profit database software
- Flexibility to work frequent nights and weekends
- Positive, "can do" personality