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| --- | --- |
| **Local Habitat organization** | Habitat for Humanity of Greater Charlottesville |
| **Host site manager** | Natalie Burgwin |
| **Direct supervisor** | Mikayla Woodley |
| **Length of term of service** | X Full time for 10 ½ months  ☐ Full time for six months  ☐ Part time for 10 ½ months |
| **Service week (days/times)** | Monday - Friday 9:00 am - 5:00 pm with occasional evenings or Saturdays |
| **Is a personal vehicle required for service?** | ☐ Yes  X No |
| **Will member be actively building on the construction site at least one day per week?** | ☐ Yes  X No |
| **Pursuant to current Habitat for Humanity policy, this position requires full vaccination against COVID-19, except to the extent such requirement is prohibited by applicable law.** | X Yes  ☐ No |

## Family Services Coordinator

The Family Services Coordinator helps to build and maintain the pipeline of ready-to-purchase homebuyer families in Legacy Southwood by leading efforts to recruit and educate qualified families for homeownership opportunities within Redeveloped Southwood. The Coordinator serves as one of the first points of contact for approved homebuyers as each approved family must complete the application process. Duties can include, but are not limited to, conducting applicant orientations, completing pre-qualification assessments, assisting families in application completion, processing applications, conducting homeowner education classes, meeting one-on-one with families, and (occasionally) building alongside families. This member moves us substantially forward in accomplishing our goal to provide safe, decent, and affordable housing to the Greater Charlottesville community. In particular, our affiliate aims to approve 40-50 families for homeownership in Redeveloped Southwood in fiscal year 2024.

**Service activities**

* Coordinate existing programs to attract qualified families as needed; this could include communicating and meeting with various social service agencies.
* Assist family services staff in responding to calls and emails inquiring about homeownership in a timely manner.
* Conduct applicant orientations and assist families in the completion of the housing application.
* Work
* with the Homeowner Selection Committee to select homeowner families for a variety of housing products at Southwood.
* Tasks may include preparing financial eligibility calculations, conducting financial interviews, and packaging summaries for the committee on each applicant.
* Assist family services staff in making follow-up, clarifying calls on homeowner applications.
* Attend all family selection committee meetings.
* Work with the family services committee and staff to provide educational opportunities to homeowner families.
* Plan and carry out homeowner education courses.
* Recruit appropriate facilitators and speakers as needed.
* Provide one-on-one financial coaching to low-income families and individuals enrolled in Habitat’s programs.
* Assist clients in resolving current financial situations, while providing a wide lens on their financial health to shift the approach to proactive financial management.
* Work with clients to complete a detailed financial assessment and build a holistic plan of action that address 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.
* Access credit reports/scores and provide strategies for improving credit.
* Become familiar with homeowner files to be able to answer day-to-day questions.
* 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 resources.
* Use Outcome Tracker, a client management system, to document and report on client outcomes accurately and in a timely manner.
* Track sweat equity hours and send families monthly updates.
* Assist family services and construction staff with collecting necessary family information to prepare for closings.
* Work with homeowner families to plan their home dedication.
* On occasion, member may build alongside homeowner families as they complete their sweat-equity requirements.

*AmeriCorps members may not perform prohibited activities as outlined in* [***45 CFR §2520.65***](https://www.law.cornell.edu/cfr/text/45/2520.65) *nor may they supplement, duplicate, or displace staff members in place at the host site.*

**Member development**

Minimum expectations are outlined in the member development guidance, which will be available during the interview process, with the understanding that further trainings may be required, as determined by the host site, Habitat for Humanity International or our federal funder. AmeriCorps National members’ training may not exceed 20% of their aggregate hours.

**Required meetings, trainings and events**

* Become Qualified Loan Originator (QLO) certified.
* Host site monitoring reviews and periodic check-in calls.
* Monthly meeting with host site manager.
* Biweekly meeting with direct supervisor.
* Staff and board meetings and home dedications, as appropriate.
* Onsite orientation by local host.
* First Aid/CPR training.
* Habitat Learns — “Foundation of Habitat” online series.
* Habitat Learns — “Conduct and Ethics” courses, “Introduction to Ethics and Inclusion” and “Speak Up!”
* Lockton safety online courses.
* Life After AmeriCorps training.
* Individual and/or group professional development trainings may be made available based on budget, member interest and recommendation of the host site manager or direct supervisor.
* Habitat AmeriCorps Build-a-Thon — Annual sponsored blitz build.
* National days of service:
  + Dr. Martin Luther King Jr. Day — required.
  + September 11th National Day of Service and Remembrance — encouraged.
  + AmeriCorps Week — encouraged.
* Annual staff or AmeriCorps team build day.
* Host site events (i.e., holiday fundraiser, art auction, Healthy Habitat Walk-a-Thon). Participation in these events will be in line with AmeriCorps program regulations.

**Experience, knowledge, and skills**

**Minimum Requirements:**

* AmeriCorps members must be a U.S. citizen, national or lawful permanent resident.
* AmeriCorps members must be at least 18 or older.
* AmeriCorps members must have a high school diploma or GED.
* AmeriCorps members may have recurring access to vulnerable populations and must satisfy the National Service Criminal History Check eligibility criteria.
* Bilingual English and Spanish fluency:

o Ability to speak, read, and write Spanish in a professional capacity.

o Ability to speak, read, and write English in a conversational capacity.

* Valid driver’s license and ability to meet host site’s insurance requirements.
* Experience with Microsoft Office Suite, especially Word and Excel.
* Experience with Google Workspace, especially Google Drive and Google Sheets.

**Our Ideal Candidate has:**

* Knowledge of and willingness to promote the mission and activities of Habitat for Humanity International and AmeriCorps.
* Previous experience working with low-income population and/or the ability to provide services in a compassionate and culturally sensitive manner. Experience in the social services field, preferably affordable housing, is a plus.
* A deep understanding of personal finances or the ability to learn personal finances, particularly in the areas of budgeting, asset building, and credit building.
* Ability to develop and maintain effective working relationships with a diverse group of people including volunteers, colleagues and Board members.
* Demonstrated ability to multi‐task, plan, organize, and implement multiple projects and meet deadlines.
* Ability to manage confidential material.
* Excellent interpersonal skills.
* Excellent communication skills both oral and written.
* Experience with public speaking and group facilitation.
* Knowledge of community development practices.
* Detail-oriented and excellent organizational skills.
* Strong research skills.
* Positive, “can do” personality.

**Physical requirements**

* Ability to sit at a desk and computer for extended periods of time.
* About 30% of this position requires outreach in the community, including visiting buildings and homes that may have stairs, as well as occasionally serving on project sites that may have uneven terrain.

**Service site environment**

Member will primarily serve in an open-space office and will share the area with other staff or fellow members. Each member will have a desk, computer (with email and internet access) and a phone for service-related tasks. Shared resources include a printer, copy machine, fax machine as well as office supplies.

**Benefits of AmeriCorps service**

* Full-time living allowance $17,000 for approximately 10 ½ months of service.
* Part-time living allowance $9000 for approximately 10 ½ months of service.
* Full-time living allowance $9000 for approximately six months of service.
* [**Segal Education Award**](https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award) upon successful completion of service.
* Health care benefits and enrollment in Employee Assistance Plan.
* Personal and medical leave — approximately 10 days total.
* Possible [**forbearance**](https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award/using-your-segal-education-award/postponing) or deferment of qualified student loans.
* [**Childcare**](https://americorpschildcare.com/) benefits, if you qualify.
* Worker's compensation insurance.