

Job Title: Homeowner Services Manager
Position Location: Charlottesville, Virginia
Reports to: Chief Partnership Officer
Employment Type: Full time - frequent evenings and weekends

The Organization:

Habitat for Humanity of Greater Charlottesville (HFHGC) is a faith-based non-profit organization that brings people together to build homes and communities while catalyzing new pathways to safe, decent and affordable housing. We build homes in partnership with low-wealth families, volunteers and the community of Greater Charlottesville. Habitat is an affiliate of Habitat for Humanity International (HFHI), a global ministry working to end housing poverty worldwide.

Summary of the Position:

The Homeowner Services Manager is part of Habitat's Department of Family and Community Partnerships, which provides direct services and supports for applicants and Habitat homeowners. This position oversees key areas of the homeownership program, including application review/processing, homeowner selection, financial coaching, and homebuyer education. Key duties include managing staff, overseeing the homeowner application and selection process, coordinating and tracking applicants' progress toward homeownership, conducting financial empowerment workshops, and providing personalized one-on-one financial coaching sessions. The ideal candidate is a self-starter who is passionate about empowering low-income families, has a positive "can-do" attitude, ability to flexibly adapt to changing situations, strong communication and interpersonal skills and an eye for details.

Prerequisite Requirements:

- Experience in social services community, preferably affordable housing
- Bachelor's Degree in a relevant field
- Excellent interpersonal skills
- Excellent writing and communications skills
- Experience and ability to work effectively and compassionately with low-income residents
- Ability to manage confidential material
- Ability to develop and maintain effective working relationships with diverse individuals – applicants, volunteers, colleagues, donors, and Board members
- Ability to adopt flexible, creative approaches to helping families succeed
- Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines
- Command knowledge of Word, Excel, PowerPoint, Outlook and other common non-profit database software
- Flexibility to work nights and weekends
- Commitment to Habitat for Humanity's mission of service to others
- Positive, "can do" personality

Responsibilities:

- Manage financial coaching staff
- Oversee the application process – oversee application outreach activities, application review process, homeowner selection process, and ensure staff/volunteer compliance with all federal and state regulations
- Manage the Homeowner Selection Committee to evaluate applications, conduct home visits, conduct financial interviews and make recommendations for partnership to the board
- Meet with applicants to assist them with the application process and discuss the Habitat program
- Monitor homebuyer progress - sweat equity, debt repayment, savings, income, down payment, etc.
- Provide one-on-one financial coaching to low-income families and individuals enrolled in Habitat's programs
- Employ motivational interviewing techniques and strengths-based approaches to build effective, long-term relationships with program participants
- 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
- Access credit reports/scores and provide strategies for improving credit
- Provide direct services as well as referrals to community resources
- 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
- Outcome tracking—track the stories and successes of program participants
- Use Outcome Tracker, a client management system, to document and report on client outcomes accurately and in a timely manner
- Conduct financial empowerment and homebuyer education workshops that cover topics such as: budgeting, savings, banking products, credit building, predatory lending, identity theft and more
- Develop workshop materials or tailor existing materials to meet the needs of families
- Develop relationships with local financial institutions and community organizations
- Work with mainstream financial institutions to understand the needs of the community so they can provide products and services that fit
- Create a network of referral organizations to help you assist the client meet his goals (e.g. local housing counseling agency, legal aid, etc.)
- Complete all Qualified Loan Originator training and compliance courses annually
- Provide information for various grant applications
- Coordinate with Director of Construction on lot and interior selections, closings and move-in dates
- Work with CPO and compliance officer on homebuyer selection, mortgage origination and other policy issues
- Work with CPO and special committee to find ways to deepen HFH's ability to reach into low-income communities and help lift up residents mired in generational poverty
- Perform other duties as directed by Chief Partnership Officer

Habitat for Humanity is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, basis of disability or any other federal, state or local protected class. Women, minorities and protected individuals such as those covered by Section 3 are encouraged to apply.