

Job Title: Bilingual Financial and Community Empowerment Specialist

Position Location: Charlottesville, Virginia

Reports to: Rehousing Manager

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

Benefits include: 20 days of PTO, 9 paid holidays, Medical insurance, Long term disability, Dental/Vision insurance, Life insurance, Accident insurance, 401(k) retirement plan with company match

Company Overview:

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 Community and Financial Empowerment Specialist (CFES) reports to the Southwood Rehousing Manager and works very closely with Southwood Property Management and Community Engagement staff as well as the Core Homeownership team to facilitate 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, supervision 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 federal Uniform Relocation Act 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.

Responsibilities:

- Coordinate relocation strategies with the rehousing manager, community engagement team and financial empowerment staff that take into consideration resident needs and priorities, rehousing costs, and URA regulations

- Act as a family liaison between the Rehousing Operations Manager and Southwood residents impacted by redevelopment
- 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
- Support the Rehousing team in URA compliance work (keeping physical and digital files organized, etc.)
- Consistently meet/communicate with families throughout their rehousing process to ensure a positive experience
- Provide financial coaching and application support for residents applying for homeownership or rental opportunities in Southwood
- Coordinate microenterprise outreach and engagement efforts with current or aspiring small business owners
- Develop strategies to effectively link Southwood residents to existing microenterprise resources within the Albemarle Charlottesville area
- 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
- Work closely with the Rehousing 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
- Support Rehousing Manager in keeping meticulous Rehousing physical and digital records for URA compliance purposes
- Cultivate positive attitude towards rehousing process with families
- 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
- Perform other tasks at assigned by supervisor

Qualifications:

- Up-to-date on COVID-19 vaccination, including booster

- Bilingual – English/Spanish
- Nonprofit experience preferred but not required
- Detail-oriented and organized
- Experience working in databases and Excel spreadsheets
- Proficient in Microsoft Suite and Google Suite
- Ability to work effectively and compassionately with low-wealth residents of diverse backgrounds using tact, diplomacy, and patience
- Exceptional interpersonal skills that positively benefit interactions with residents, colleagues, and community partners
- Ability to communicate in a calm, professional manner while under pressure and de-escalate whenever possible
- Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines
- Commitment to precise data keeping
- Team player with a positive attitude--someone who starts from a place of enthusiasm
- Excellent problem-solving skills
- Proven strategic thinking and critical thinking capability
- Demonstrates ability to manage up and manage people effectively
- Strong commitment and belief in the vision for the department
- Commitment to Habitat for Humanity's mission of service to others and to lending a hand to community members enmeshed in generational, housing poverty

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.