



**Family Services Manager:** Reports to the Chief Executive Officer (CEO)

**Primary Role:**

This position will manage the Habitat for Humanity of Island County (HFHIC) Family Services procedures for the recruitment, processing, and selection of homeowner families, originate loans, coordinate the sale of homes, and provide direction for the programs designed to support families after they have been selected. This position will also coordinate the work of the Family Selection/Services Committee.

**Responsibilities:**

- Develop and maintain partner family recruitment process.
- Coordinate and implement small group and public speaking orientations to educate homeowner candidates about the Habitat for Humanity of Island County program.
- Evaluate and make recommendations for changes in process, where appropriate.
- Obtain Qualified Loan Originator Certification through American Bankers Association (ABA) online course.
- Recruit volunteers as they relate to Family Service's needs.
- Review Family Services Policy and make sure current practices are consistent with policies.
- Update Family Services Policy to reflect current practice and new legal issues
- Manage homeowner selection process.
- Manage application orientations.
- Track and screen applications before submitting to Family Selection Committee for review.
- Prepare family selection information and backup documentation to present to Board of Directors including recommendation from Family Selection Committee.
- Set appropriate timelines for Family Selection Committee and notify families of their status in timely manner.
- Maintain homeowner files
- Track, manage and reporting of sweat equity hours.
- Work with homeowners to coordinate and prepare house dedications.

- Work with Construction Manager to communicate homeowner requirements throughout building.
- Schedule homeowner classes and workshops.
- Keep partner families abreast of upcoming classes, events, and sweat equity opportunities.
- Provide staff support to Family Selection Committee, including scheduling, coordinating and attending committee meetings.
- Manage Land Trust policies and procedures
- Produce relevant Family Services content for marketing materials.
- Assist Resource Development Manager in creation of Development Plan as it relates to homeowner stories, feedback, and other family services information.
- Other duties as assigned.

#### **Mortgage Reporting:**

- Prepare and mail late notices to homeowners.
- Speak with homeowners pertaining to payment schedules.
- Explain status of payment schedules to partner families.
- Establish & enforce payment plans for partner families.
- Maintain updated computer and paper files on all families' addresses, phone numbers.
- Maintain updated computer and paper files on all families' mortgage payments/delinquency.
- Maintain updated paper files on families' closing documents, deeds, and mortgage records.
- Maintain updated files on all Sexual Offender checks done on all families.
- Maintain and update area Social Services Agencies Directory List for clients.
- Notify CEO and Finance Department of delinquencies and any payment plans.

#### **Qualifications:**

- Education – BS or BA degree preferred or equivalent experience. Licenses, Registration, or Certification: A valid Washington State driver’s license and proof of state minimum liability insurance.
- Experience: Three (3) years’ experience in social services, business administration, banking, real estate industry and/or non-profit agency setting related responsibilities.
- Knowledge of housing marketing techniques, community contacts, service delivery networks, fair housing laws and affordable housing programs.
- Knowledge of Homebuyer Education Programs, budget and credit counseling and case management.
- Computer skills including knowledge of spreadsheets, word processing, Power Point, Publisher, and e-mail.
- Excellent problem solving, analytical skills and ability to exercise independent judgment and initiative.
- High level of self-motivation and willingness to work in a team setting. Excellent written and oral communications skills. Ability to listen and communicate in a clear and logical manner.
- Ability to work independently without direct supervision.
- Experience in training or speaking to groups.
- Effective organizational skills, presentation skills, interpersonal skills and marketing skills.
- Ability and desire to work on behalf of multi-cultural individuals, in a non-profit organizational setting.
- Submit to a credit and criminal background check.
- Knowledge with data base systems such as Salesforce.

**GUIDELINES:**

Employee will be guided by Habitat’s mission principles and Habitat for Humanity of Island County’s strategic plan. More specific guidelines are provided by relevant policies and procedures related to family selection and mortgage delinquency and federal mortgage

regulations such as the: Fair Housing Act, Real Estate Settlement Procedures Act, Non-Judicial Foreclosure Act.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit for long periods of time. The employee frequently is required to stand; walk; use hands to finger and reach with hands and arms. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

**WORK ENVIRONMENT:**

This job operates primarily in a professional office environment and routinely requires operating standard office equipment such as computers, phones, copier and fax machine. Occasionally the position will require traveling to Habitat sites, Habitat neighborhood revitalization communities, non-profit organizations and government offices.

**Direct Reports:** in coordination with the CEO.

Office Manager

**SALARY / BENEFITS:**

Competitive benefits package, ongoing professional development and training, and a diverse and inclusive environment in which to work and grow.

Full time (40 hrs./wk.) exempt in person position requiring flexibility to work evening and weekend hours as needed.

**Note:** *This job description is intended as a guideline only and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment is terminable at will, with or without cause.*

*Habitat for Humanity of Island County hires a workforce representative of the communities we serve, understanding that a diverse workforce strengthens our organization. We value diversity and support a positive and welcoming environment where all employees can thrive.*

*Habitat for Humanity of Island County is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.*

