



## Volunteer & Family Specialist Job Description

Classification: non-exempt, full-time  
Reports to: Executive Director  
Salary range: \$30,000 to \$35,000 DOE  
Anticipated start date: 3/5/12

The Volunteer & Family Specialist will be responsible for all tasks relating to volunteer recruitment/coordination and family services including selection and support.

### Essential Job Responsibilities

#### Volunteer Coordination:

- Develop strategies to increase volunteer base
- Seek out new volunteers, both individuals and groups
- Speak at volunteer recruitment events
- Schedule volunteers for all shifts at the ReStore and on build sites
- Maintain volunteer database, tracking hours
- Process incoming volunteer applications, determine best fit for new volunteers and their skills
- Support ReStore Manager and Construction Manager by ensuring build sites and ReStore are equipped with volunteer forms and waivers of liability, first-aid kits, name tags, material safety data sheets, drinking water and any tools necessary for the given project
- Recruit volunteer groups for special events such as the Disciples Build and the Build-a-Thon
- Coordinate and plan Build-a-Thon volunteer days
- Foster current volunteers through varied volunteer appreciation methods

#### Family Selection:

- Attend family selection committee meetings
- Engage in new family outreach
- Develop strategies to attract qualified applicants within the community (e.g., media outlets, churches, community meetings)
- Process and verify incoming applications for homeownership
- Prepare family application reports for family selection committee meetings
- Deliver ghost files to family selection committee chair for underwriting
- Maintain contact with all applying families and selected families at least once a month
- Run background checks
- Track sweat equity hours of selected families and report to committee
- Prepare agendas for family selection committee and send out minutes
- Coordinate and plan groundbreaking and dedication events

#### Family Support:

- Attend family support committee meetings
- Coordinate partnership with other community organizations to develop and provide classes in the Cornerstone homeowner education program
- Work with the family support committee to develop/implement family mentoring program
- Oversee family mentoring program and maintain contact with families to ensure needs are met
- Assess current programs and identify areas for improvement
- Prepare agendas for family support committee and send out minutes

#### Office Support:

- Answer phones and greet walk-ins
- Provide general office support for staff
- Assist Resource Development Director in preparing monthly eNewsletter and annual print newsletter
- Assist Resource Development Director in website management and social networking updates

#### Qualifications:

Any combination of experience, training and education that would likely provide the required knowledge and abilities will qualify, including the following:

- Associate's degree required, Bachelor's degree preferred
- Minimum one (1) year experience recruiting, coordinating, supervising volunteers
- Experience managing programs
- Experience developing/implementing new programs
- Knowledge of Habitat for Humanity's mission and operation
- Knowledge of housing/homeownership issues facing low-income families
- Experience working in a multicultural environment
- Bilingual (fluent in English/Spanish) required
- Must be able to pass a criminal background check

#### Required functions, knowledge, skills and abilities:

- Ability to function in a positive manner in a demanding work environment and demonstrate a high degree of flexibility, responding to priorities and schedules that may change
- Ability to meet multiple deadlines
- Strong analytical and decision-making abilities
- Ability to maintain a high level of confidentiality
- Strong intercultural communication skills with migrant communities and with English speakers
- Ability to work effectively with families with varying backgrounds and communicate in a positive manner to individuals and groups
- Ability to communicate with a variety of personality types within and without NWV Habitat
- Ability to listen for understanding and exercise problem-solving
- Ability to prepare clear, accurate and concise reports
- Ability to use basic office equipment, telephone, copy machine, fax machine and computers
- Must possess a valid driver's license, auto insurance, and have use of a car during working hours

To apply to this position please send resume, cover letter, and three (3) references who have known you in a professional capacity for at least two years to [kzilverberg@nvwvhf.org](mailto:kzilverberg@nvwvhf.org).