



Homeowner Services & Volunteer Engagement Coordinator (Bilingual)

JOB TITLE: Homeowner Services and Volunteer Engagement Coordinator
REPORTS TO: Executive Director
STATUS: 32-40 hours per week depending on workload
SALARY: Starting \$21-24/HR Depending on experience.

Location: 225 Franklin Street, Mt. Angel, OR 97362

Job Summary:

This position will be responsible for tasks relating to volunteer recruitment/coordination and homeowner services including selection and support.

Essential Job Responsibilities

Volunteer Coordination:

- Develop and implement strategies to increase volunteer base.
- Seek out new volunteers, both individuals and groups.
- Schedule volunteers for build dates, ReStore and other community events as necessary.
- Schedule and deliver orientations for new affiliate volunteers – both ReStore and construction.
- Maintain volunteer database and individual files as necessary for tracking of hours, waivers, etc.
- Process incoming volunteer applications, determine the best fit for new volunteers and their skills.
- Support ReStore and Construction teams by ensuring build sites and ReStore are equipped with volunteer forms and waivers of liability, and any supplies necessary for a successful volunteer experience.
- Steward current volunteer relationships through varied volunteer appreciation methods.

Homeowner Services:

- Lead operation and coordination of Homeowner Services including Homeowner Relations Committee.
- Work with committee chairs to determine meeting agendas, delegate tasks, ensure accountability, and develop strategies for committee recruitment and training. Provide support and serve in an advisory role for committee members.
- Manage and conduct Family Selection process following written policy and procedures, including but not limited to:
 - Ensuring that all steps of this process are adhered to, such as;
 - Presenting program information to prospective Partner families.
 - Providing support for applicants.
 - Conducting financial reviews of applications
 - Understanding and compliance with state and federal mortgage loan processing and regulations.
 - Notifying applicants of approval or denial.
 - Coordinating newly selected Families' transition into Partnership with Habitat.
 - Developing and maintaining an efficient and accurate sweat equity tracking program.

- Ensuring qualified families are being recommended for the program.
- Working with the committee to review policy and recommend revisions as needed, with the goal of creating low-barrier systems.
- Processing, verifying and tracking program applications for Homeownership and Ramps and Rails programs.
- Develop and implement strategies to attract qualified applicants within each community in our service area (e.g., media outlets, churches, community meetings).
- Recruit and Manage Family Mentor program to ensure successful homeownership, including but not limited to:
 - Coordinate orientations, classes, and meetings to prepare Families for the responsibilities of home ownership.
 - Work collaboratively with Families and Mentors to identify potential obstacles and challenges and plan strategies that empower the families to be successful homeowners.
 - Maintain communications with Family and Mentors to inform them of critical information regarding community resources, affiliate announcements, construction updates, and other topics necessary to keep Advocates and their Families informed.
 - Communicate with Families and their Mentors in writing and in person if they are not meeting program requirements and collaboratively develop plans for successful participation. Enforce these plans and, if necessary, deselect families according to policy.
- Become familiar with the resources in the community, develop partnerships, outreach, and referrals to other available resources for Partner Families, as well as unsuccessful applicants needing assistance to achieve eligibility qualifications for the Habitat program.
- Coordinate and plan groundbreaking and dedication ceremonies.

Office Support:

- Answer general phone calls (the main line when called).
- 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:

- Bilingual (fluent in English/Spanish) required.
- Bachelor’s degree (or equivalent experience).
- Minimum one (1) year experience recruiting, coordinating, supervising volunteers.
- Experience coordinating programs.
- Knowledge of Habitat for Humanity’s mission and operations.
- Knowledge of housing/homeownership issues faced by low-income families.
- Experience working in a multicultural environment with emphasis on DEI principles.
- 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 varied backgrounds and communicate in a positive manner to individuals and groups.
- Ability to communicate with a variety of personality types within and outside of NWV Habitat.

- Ability to listen and exercise problem-solving techniques.
- Ability to prepare clear, accurate and concise reports.
- Proven ability to proactively build strong relationships resulting in mutually beneficial partnerships within the community.
- Demonstrated ability to plan, organize and coordinate services in a multifaceted program.
- Detail-oriented, with strong written and verbal communication/presentation skills.
- Proficiency in Microsoft Office and Windows-based computer applications
- Must possess a valid driver's license, auto insurance, and have use of a car during working hours.

Benefits include: Health Insurance, retirement benefit, vacation time, sick leave, paid holidays

We are an Equal Opportunity Employer. Employment is contingent upon completion of a satisfactory background check.

TO APPLY

Email your resume and cover letter to Daniel@NWVHabitat.org