



JOB DESCRIPTION: Family Services Manager

Reports to: Executive Director

PURPOSE: The purpose of the Family Services Manager is to oversee the affiliate's procedures for the selection of homeowner families, the sale of homes and the programs designed to provide ongoing support to families after they have been selected and move into their homes. Also responsible for pre-qualifying homeowners applying for other home repair programs. This person is also responsible for the implementation of HFHR policies.

DIRECT REPORTS: none at this time

RESPONSIBILITIES:

I. Administrative

- A. Provide staff support to and manage the documentation of the homeowner selection process
 - 1. Work closely with the Chairperson and members of the Family Selection Committee.
 - 2. Ensure that all applicants for HFHR Houses are well informed, treated fairly and screened for partnership with Habitat in a timely manner.
 - 3. Ensure that all records and reports on applicants are correct, handled confidentially, and maintained in appropriate files.
 - 4. Communicate clearly with applicants about their status in the selection process and answer their concerns.
 - 5. Prepare documents related to Family Selection
 - 6. Attend committee meetings.
 - 7. Facilitate escrow process
 - 8. Provide support to Critical Home Repair programs to pre-qualify families to receive home repair services.

- B. Provide staff support to Family Selection committee and Family Support Committee
 - 1. Coordinate training and assist in recruiting members of the Family Selection committee.
 - 2. Coordinate applicant orientations
 - 3. Calculate ability to pay criteria and assess credit reports for HFHR applicants, work with the Family Selection chair as needed.
 - 4. Work closely with Chairperson and members of the Family Support Committee to ensure that partner families move successfully in the transition to homeownership status.

- C. Monitor all HFHR candidates and families and maintain all documents pertaining to them.
 - 1. Maintain family sweat equity accounts and schedule families for sweat equity work.
 - 2. Communicate and coordinate with all other HFHR staff in matters pertaining to families.
 - 3. Work closely with the Mortgage Services staff to resolve family payment problems.

- D. Monitor Family support budget and participate in the development of funding proposals for the family support program.
 - 1. Homeowner Manuals
 - 2. Toolboxes and tools for new homeowners

II. Program

- A. Provide program development for family support/self-sufficiency, including the areas of home maintenance, payment timelines, family financial management and homeowner mutual support.

- B. Provide referral resources as appropriate to homeowners
- C. Facilitate regular contact with all HFHR families
- D. Encourage opportunities for ongoing participation of homeowners in the ministry

III. Other

- A. Participate in professional development of staff and volunteers
- B. Communicate and collaborate with other staff regarding issues homeowners raise with Habitat.
- C. Other
 - 1. Maintain relationships with professional, social service, and religious groups in the community.
 - 2. Perform other duties as assigned by the Executive Director