

Southern Crescent Habitat for Humanity, Inc. (SCHFH), an affiliate of Habitat for Humanity International, is a nonprofit Christian ministry that builds homes utilizing volunteers with and for low income families in metro Atlanta, has been in existence since 1986, built over 135 homes and is committed to further growth. Southern Crescent Habitat for Humanity is an equal opportunity employer. For more information on the Habitat mission, see www.schabitat.org and www.habitat.org.

SCHFH seeks a professional to serve as the Family Services Coordinator. Please review full job description below, submit salary and compensation requirements with cover letter and full resume to: info@schabitat.org No calls or faxes. **Resume and cover letter should be received by October 31, 2011.**

Family Services Coordinator

Position Description:

The mission of Southern Crescent Habitat for Humanity is to partner with families, sponsors and communities to build and rehabilitate affordable, quality homes and to provide support services that promote successful home ownership. The Family Services Coordinator is assists with functions critical to the success of the mission – specific to partner family recruitment and oversight.

The Family Services Coordinator is responsible for all family service related activities.

This includes, but is not limited to:

- Serving as key point of contact between SCHFH and its prospective and current partner families.
- Assisting with the homeownership application process, including identifying, recruiting and orienting applicants to SCHFH's homeownership program.
- Working with senior management to assist with the recruitment, training and coordination of all-volunteer Family Selection and Family Support Committees to assist with the family services activities.
- Maintaining thorough, accurate, up-to-date, and secure files for all applicants and partner families.
- Assist in collecting and providing data to SCHFH staff on issues involving family support and selection.

Job Conditions:

- Position is part-time. Office hours are flexible, with some evening and weekend work required, including two Saturday's per month.
- This position is classified as exempt.
- The Family Services Coordinator reports to the Family Services Program Manager and is a member of the Family Services Department.
- This position is subject to a criminal and credit background check and drug and alcohol testing.
- The Family Services Coordinator is expected to use discretion and independent judgment in carrying out his/her responsibilities and to represent the organization in a professional, knowledgeable and collegial manner at all times.
- Other conditions and benefits are explained in the Staff Handbook.

Requirements:

Qualifications

- A commitment to the mission and ministry of Southern Crescent Habitat for Humanity is paramount. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Professional Credentials

- Bachelor's degree (B.S.W. or B.S./B. A.) from four-year college or university preferred. Demonstrated experience with direct client interaction involving low-income households preferred; or one to two years related experience and/or training; or equivalent combination of education and experience.

Skills

- Knowledge of real estate, mortgages, foreclosure and household budgeting is preferred.
- Excellent oral and written interpersonal communication skills to effectively and diplomatically work with a variety of people and personalities.
- Other important skills include multi-tasking, ability to meet deadlines, organized, detail-oriented, customer focused and intellectually flexible.
- Candidates should possess strong analytical, critical thinking and math skills.
- Able to work well with all staff, program participants and external stakeholders.
- Computer skills with knowledge of Microsoft Windows XP and Office (Word, Excel, and Outlook).

Responsibilities

- Maintain accurate and up-to-date web database of prospective and current partner families.
- Participate in quarterly reviews of department goals and status.
- Participate in planning the carrying out pre-qualification stage and partnership application stage.
- Conduct initial and interim reviews of applicant files for completeness and compliance with income and credit guidelines.
- Organize and conduct home visits in partnership with Family Selection Committee members.
- Prepare and manage correspondence and other communications with applicants, including acceptance and denial letters.
- Work with Family Services Program Manager and Family Selection Committee Chair to prepare family selection recommendations for the board meeting and (occasionally) sponsors.
- Develop a relationship with partner families, including regular communication through monthly correspondence and/or emails, one-on-one meetings for families in progress, and quarterly activities for all partner families.
- Monitor sweat equity requirements and provide progress reports to partner families, staff and committee members.

- Work with SCHFH staff and partner families to plan and carry out home dedications and other family services events.
- Maintain a working knowledge of housing finance, financial literacy and key loan qualification benchmarks such as debt-to-income ratio, credit scoring and housing expense ratio.
- Coordinate with mortgage servicer (Heritage Bank) on homeowner issues that may arise, i.e. escrow shortages.
- Aide in managing mortgage delinquencies and delivery of monthly reports related to senior management.

Other

- Attend routine staff meetings.
- Perform other duties as assigned.
- Responsibly manage a large volume of sensitive data with high attention to detail.