

AmeriCorps National position

Homeowner Services Coordinator

description

Local Habitat organization	Bend-Redmond Habitat for Humanity
Host site manager	Susan Makris
Direct supervisor	DeeDee Johnson
Length of term of service	<input checked="" type="checkbox"/> Full time for 10 ½ months <input type="checkbox"/> Part time for 10 ½ months
Service week (days/times) <i>Example:</i> Tuesday-Saturday, 8:30 a.m.-5 p.m. with occasional evenings or Sundays	8-5pm, with 1 hour lunch break
Is a personal vehicle required for service?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Will member be actively building on the construction site at least one day per week?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Homeowner Services Coordinator

Collaborate with all Bend-Redmond Habitat for Humanity (BRHFH) Partner Families, Volunteer Coordinators of Restore and Construction, community partners, and Homeowner Services department staff to build and supervise the volunteer sweat equity and education activities of all Partner Families. This person will also provide support to the Financial Coaching Program, Homebuying Program, and Post-Purchase Program. This position is dynamic and interactive, and will involve engagement with Habitat clients, current Partner Families, and Habitat Homeowners. We are looking for an individual who is flexible, creative, collaborative, able to work independently, exhibits strong leadership, and is enthusiastic about creating a construction education program for Partner Families.

Service activities

Inquiry and Pre-Program Support

- Assist clients with Customer Intake process
- Document inquiry forms into data tracking system
- Assist in outreach for family selection and application cycles
- Participate in Partner Family selection process

Financial Coaching and Homebuying Program Support

- Support program participants with assignment questions and document uploads to their personal portal and files
- Return phone calls and direct inquiries to website informational videos

- Work with the homeowner services committee and staff members to provide educational opportunities to homeowner families.
- Assist in recording data and compiling program reports for Partner Families

Project Development and Management

- Work with staff to evaluate and improve sweat equity process and activities
- Build relationships with businesses and build support for program
- Develop a robust and affiliate-specific construction sweat equity education program
- Support Partner Families in sweat equity opportunities on-site and otherwise
- Collaborate with staff about objectives and content of the program and related activities
- Acquire donated materials needed to build construction education activities (that can be re-used)
- On occasion, build alongside Partner Families as they complete their homeownership requirements. AmeriCorps members may not perform prohibited activities as outlined in 45 CFR §2520.65 nor may they supplement, duplicate or displace staff members in place at the host site.

Post-Purchase Program Support

- Assist in post-purchase education opportunities (virtual, in-person and independent learning)
- Communicate current trends and scams to Habitat homeowners to protect against fraud

AmeriCorps members may not perform prohibited activities as outlined in nor may they supplement, duplicate or displace staff members in place at the host site.

Member development

Minimum expectations are outlined in the member development guidance, which will be available during the interview process, with the understanding that further trainings may be required, as determined by the host site, Habitat for Humanity International or our federal funder. AmeriCorps National members' training may not exceed 20% of their aggregate hours.

Experience, knowledge and skills

Minimum requirements

- AmeriCorps members must be a U.S. citizen, national or lawful permanent resident.
- AmeriCorps members must be at least 18 or older.
- AmeriCorps members must have a high school diploma or GED.
- AmeriCorps members may have recurring access to vulnerable populations and must satisfy the National Service Criminal History Check eligibility criteria.

Preferred qualifications

- Knowledge of and willingness to promote the mission and activities of Habitat for Humanity International and AmeriCorps.
- Ability to work with a diverse group of people.
- Strong written and verbal communication skills.
- Detail oriented and highly organized.
- Experience working with volunteers, instructing individuals or facilitating groups.

- Program Development skills for Construction Sweat Equity program creation (construction experience helpful, but not required)
- Experience working as a member of a team.
- Basic experience with Microsoft Office Suite, especially Word and Excel, and/or Google Docs and Sheets

Physical requirements

- Ability to sit at a desk and computer for extended periods of time.
- About 30% of this position requires outreach in the community, including visiting buildings and homes that may have stairs, as well as occasionally serving on project sites that may have uneven terrain.

Service site environment

Member will primarily serve in an open-space office and will share the area with other staff or fellow members. Each member will have a desk, computer (with email and internet access) and a phone for service-related tasks. Shared resources include a printer, copy machine, fax machine as well as office supplies.

LEARN MORE

Related resources can be found at the Knowledge Center.

REVISION HISTORY

Date	Explanation