

Job Description



Family Services/Family Selection Manager

Reports to: Chief Executive Officer

Job summary/Duties: Reports to the Chief Executive Officer, (CEO). This position is responsible for administering the Habitat for Humanity Monterey Bay (HfHMB) Affiliate's Family Selection and Support Program in accordance with Affiliate policies and procedures. The employee works under the direction of the CEO and acts as the Chairperson of the Family Selection and Support Committees, and the Affiliates Qualified Loan Officer (QLO). This position will directly manage HfHMB's Family Services procedures for the recruitment, processing, and selection of homeowner families, coordinate the sale of homes, and provide direction for the programs designed to support families after they have been selected. Duties include but are not limited to:

Family Selection

- Review, update and implement Family Selection Policy to reflect current practice, and any changes in federal or state law
- Outreach and recruitment of potential family partners
- Develop and maintain partner-family recruitment process
- Coordinate and implement small group orientations to educate homeowner candidates about the HfHMB program
- Manage homeowner selection process, including but not limited to:
 - Review pre-applications and send appropriate acknowledgement
 - Track and screen applications before submitting to Family Selection Committee for review
 - Set appropriate timelines for Family Selection Committee and notify families of their status in a timely manner
 - Train and accompany Family Selection Committee members on home interviews
 - Maintain homeowner files
 - Keep partner families abreast of upcoming classes, events, and sweat equity opportunities
 - Coordinate applicant qualification with City or County agencies, as appropriate
- Complete yearly training in federal and state law Fair Housing and Fair Lending in order to maintain QLO status and Affiliate compliance requirements
- Coordinate with applicant, legal counsel, title company and any local or state government partners in the sale of the homes

- Coordinate with title company and legal counsel in the development of Home Owner Association (HOA) Covenants, Conditions, and Restrictions (CC&Rs) and bylaws, including the Department of Real Estate (DRE) process, if applicable
- Work with property management company in the implementation of an HOA, (if any)
- Initial guidance and election of HOA officers
 - Coordination of initial meetings, assist the HOA to advertise meetings, election of officers and develop plans for community maintenance and improvement

Family Services

- Review, update, and implement Family Services Policy and make sure current practices are consistent with policies
- Oversee homeowner incentive programs, informational sessions, and homeowner education
- Work with applicant and partner homeowner families through the application and selection process prior to and after families become accepted into the program including but not limited to:
 - Monitoring sweat equity activity
 - Coordinating and conducting homeownership education classes
 - Coaching the families during the closing process
 - Mentoring families as they assume the responsibilities of homeownership
 - Offering continued family support as needed
- Work with Mortgage Bookkeeper, to ensure mortgages held by Affiliate are current.
- Oversee management of impound accounts and annual aggregate analysis of each; providing each managed impound account with an annual statement

Employment Details

Employee Status: Non-exempt, full-time, hourly at 30 hours per week, benefits-eligible

Bilingual: Candidate must be bilingual in Spanish

Skills requirements: (i.e. Language, Mathematical, Reasoning, Other)

Applicant must demonstrate excellent customer service skills, consistently performing the responsibilities of the position and treating program participants with respect and dignity. Customer service skills must include good telephone etiquette (responding to calls with timely and accurate information) and compiling written documentation of significant communications with program participants for Affiliate files.

The position requires the incumbent to have effective and appropriate instructing, facilitation, coordination, process administration, report compilation, communication (both written and oral), supervisory, organizational, analytical and mentoring skills.

The position requires a candidate with intermediate level skills in use of computer applications including but not limited to all Microsoft Office applications.

Candidate will need to quickly become proficient in Affiliate's mortgage tracking system, and must have knowledge of bankruptcy laws and filing systems.

A valid driver's license is required.

Interactions: The applicant's primary customers are the low income families who are, or want to become partners with Habitat for Humanity Monterey Bay. It is essential for the individual in this position to communicate effectively with third-party organizations that also serve the Affiliate's family partners such as cities, counties, churches, government and community agencies, as well as the general public. This individual will interact with board members, committee members, community executives, clergy, homeowners, local banks, attorneys, insurance agencies, and local city/county tax officials.

Education and Experience: A Bachelor's Degree with at least five years of work experience, preferably in social services or financial services. Work experience in the mortgage industry or working in Housing, Planning or Affordable Housing agencies is a plus.