POSITION DESCRIPTION: HOMEOWNER ENGAGEMENT SPECIALIST

General Description:
Under the supervision of the Executive Director and the Home Repair Program Manager, the Homeowner Engagement Specialist is responsible for the day to day coordination of the Homeowner Occupied Repair Program.

Knowledge, Skills and Abilities:
A Bachelor Degree in Social Work and experience directing or coordinating community based programs are preferred. He or she must also have a passion for the Habitat for Humanity mission and the ability to influence others to share the vision. The ideal candidate will also have the desire and ability to work with many diverse groups of people in a high stress environment. Patience, attention to detail, flexibility, and good computer skills are required.

Job Conditions:
Position is full-time (40 hours a week) with evening and weekend work required. Office hours are flexible. It is an exempt position. Conditions and benefits are contained in the board approved Employee Handbook.

Responsibilities:
• Provide intake services for families seeking repair services
• Research, recruit and generate support networks for program participants
• Assist in home inspections for aging in place / make suggestions for accessibility modifications
• Set up and manage systems to share information across divisions
• Utilize surveys to gage impact of outreach efforts for purposes of reporting to our stakeholders
• Represent Genesee County HFH in public meetings and speaking engagements
• Participate with committees
• Involved in short and long term planning
• Disseminate information readily to stakeholders as appropriate
• Submit accurate reports according to deadlines
• Assist with agency events
• Provide calm, confident and positive leadership to the entire organization
• Create and maintain relationships with Habitat for Humanity International, Habitat for Humanity Michigan and other Habitat affiliates
• Comply with grant requirements accordingly
• Responsible for individuals’ introduction to and relationships with neighborhood associations, non-profits and government agencies
• Works in collaboration with the Homeowner Services Director, Construction Supervisor, Executive Director and Neighborhood Outreach Coordinator
• Help in successfully accomplishing the Neighborhood Revitalization and Homeowner Occupied Repair goals
• Support the affiliate, your department, supervisor and fellow staff at all times
• Must support and/or adhere to: HFH Core Values, Employee Handbook, Strategic Plan, Affiliate Operations, Job Description and Job Goals
Community Outcomes Evaluation:
- Implement and manage community evaluations using Success Measures Data System including training, planning, data collection, analysis, and reporting on data. Have clear understanding of the Success Measures NR evaluation method
- Lead planning for data collection implementation including; determine roles and responsibilities, timeline for each part of data collection, recruit data collectors and arrange for data collector training
- Supervise/lead data collection effort
- Supervise data entry to ensure quality control
- Conduct data analysis and create reports to communicate with a variety of audiences
- Lead effort to share results with staff and community

Qualifications:

Education: Bachelor’s degree in Social Work preferred, High School Diploma Required

Experience:
Minimum of three years relevant work experience
Experience in community data collection, entry, and analysis preferred
Valid driver’s license with good driving record
Cross cultural experience

Competencies:

Organization & Prioritization: Ability to meet deadlines, use time efficiently, and prioritize
Teamwork: Ability to work independently and work as an effective team member
Communication: Good communication and presentation skills with the ability to write professional documents and speak to groups of various sizes
Flexibility/Adaptability: Ability to work under pressure to handle frequent change, delays, and/or unexpected events
Interpersonal Skills: Good interpersonal skills with ability to work with a variety of people and occasionally handle difficult situations and conflicts with finesse
Technical Skills: Proficiency with Microsoft Office, ability to learn new software as needed

Physical Requirements:
Speak and hear in order to communicate with others
Work at a desk or computer for extended periods of time
Move around the office, event or construction site
Apply physical dexterity, able to lift and carry up to 30 pounds
Must be able to independently operate a motor vehicle with a good driving record

Work Environment:
Most of the work for this job is conducted indoors at a desk, with periodic exposure to dirt, dust, dampness, construction debris, extreme temperatures, construction noises, fumes and odors from working on or visiting homes and residential construction sites.

Please send resume, cover letter and salary requirement to Thomas Hutchison director@geneseehabitat.org by August 21, 2020