



We Build Strength, Stability, Self-Reliance Through Shelter

If you are looking for a career that has meaning, and desire to work for an employer that is making a positive impact in Genesee County, we are interested in talking to you about our open **Intake Coordinator** position.

Mission & Values

Our mission is: Seeking to put God's love into action, Genesee County Habitat for Humanity brings people together to build homes, community and hope.

A successful candidate will be expected to uphold the values of Genesee County Habitat for Humanity:

Integrity – In all of the business we conduct, we conduct ourselves with integrity. This means doing what is right even when no one is watching. We believe in treating others the way we would like to be treated – with empathy, kindness, and compassion. We hold ourselves to a gold standard of honor, ethics, and moral principles both individually and as an organization in the community. This includes maintaining consistency and dependability when interacting with the people that we serve in all departments of our organization, with our coworkers, and with our partners – ensuring that assets entrusted to us are used responsibly and consistent with their intended use.

Compassion for All – Throughout the divisions of our organization, we believe in approaching our objectives with compassion for all. This means absolutely no exceptions – absolutely all-inclusive. We believe in treating everyone we encounter as they are family, treating them with respect, and treating them as we would like to be treated. We believe that by this approach we can offer a hand up to everyone we encounter, regardless of their situation, by meeting them where they are with an outstanding level of compassion.

Leadership – We believe in setting the example for leadership both as an organization in our community and individually in our departments – defining our objectives and executing them better than anyone else. This includes establishing common goals as an organization and holding ourselves and each other accountable for achieving those goals. With leadership comes responsibility – We take responsibility for motivating and encouraging each other, mentoring when necessary to achieve the goals we have set for ourselves to be the very best in what we do.

Innovation – In an ever-evolving and changing community, we are at the forefront of this dynamic. In order to meet this challenge, we approach our program delivery with open-mindedness, anticipating opportunities to better serve the people in our community. In this, we are nimble and flexible to meet those needs. When we encounter obstacles, we employ creative solutions, concurrently evolving with our community in new and existing program delivery to best serve the needs of our community. In order to place ourselves at the forefront of this evolution, we continually strive to be more efficient. As our policies and practices continue to streamline, we are able to stay current on the changing needs of our community and meet those needs as quickly as possible.

Excellence of Service – This value runs parallel with the above Core Values. We strive to offer the absolute best products and services to our community by doing so with Integrity, Compassion for All, Leadership, and Innovation. Through achieving our goals with these values, we become providers of excellent service. We are performance-driven, striving continually to meet and exceed objectives. We accomplish our goals through teamwork and collaboration where necessary to deliver the most efficient and quality service possible. In all our programs we serve our community as thoroughly as possible and strive to exceed expectations. This includes “making it right” – If for some reason our service lacks excellence, we go the extra mile and take responsibility to make it right.

Position Description- Intake Coordinator

General Description

Under the supervision of the Executive Director and the Neighborhood Services Director, the Intake Coordinator will be responsible for being the primary point of contact for all services offered by the affiliate and day to day coordination of all repair related department needs. They will conduct intake interviews, maintain records and files, assist with applications, and make referrals to appropriate programs both within the affiliate and to other social service agencies in Genesee County.

Knowledge, Skills, and Abilities

Experience in social work, administering community-based programs or housing are preferred. The ideal candidate must also have a passion for the Habitat for Humanity mission and the ability to influence others to share the vision. They will also have the desire and ability to work with many diverse groups of people in a high stress environment. Patience, compassion, empathy, attention to detail, flexibility, and proficient computer and office skills are required.

Job Conditions

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

Responsibilities

- Serve as first point of contact for all Genesee County Habitat for Humanity (GCHFH) programs
- Answer phone calls, emails, and in person inquiries regarding available services
- Conduct repair intake appointments and assist with application process to other housing related programs
- Ensure documentation compliance
- Maintain files and records
- Research, recruit, and generate support networks for program participants
- Utilize surveys to gauge impact of outreach efforts for purposes of reporting to our stakeholders
- Represent Genesee County HFH in public meetings and speaking engagements
- Communicate with other agencies and neighborhood groups regarding services
- Maintain the Community Events Bulletin Board
- Maintain the Community Resources Pamphlet Wall and spreadsheet
- Maintain the Services Offered/Needed Exchange board
- Be involved in short- and long-term planning
- Disseminate information readily to stakeholders as appropriate
- Submit accurate reports according to deadlines
- Assist with agency events including but not limited to Show Me the Money Day, the Golf Scramble, Bastille Day, and the Ally Challenge
- Comply with grant requirements accordingly
- Responsible for individuals' introduction to and relationships with neighborhood associations, nonprofits, and government agencies
- Works in collaboration with the Director of Neighborhood Services, the Homeowner Services Director, and the Executive Director
- Help in successfully accomplishing affiliate goals
- Support the affiliate, your department, supervisor, and fellow staff at all times
- Must support and/or adhere to: GCHFH Core Values, Employee Handbook, Strategic Plan, Affiliate Operations, Job Description and Job Goals

Community Outcomes Evaluation

- Implement and manage community evaluations
- 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 or related field preferred

Experience

- Minimum of three years relevant work experience
- Experience in community data collection, entry, and analysis preferred
- 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 communicate effectively via phone and email, 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

- Excellent 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 and Google Suite
- 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
- Must have reliable transportation

Work Environment

- Most of the work for this job is conducted on site, indoors at a desk
- There is 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 requirements to Thomas Hutchison, director@geneseehabitat.org by **January 27, 2023**.

Genesee County Habitat for Humanity screens all potential employees and key volunteers (including board members) utilizing the Internet Criminal History Access Tool (ICHAT). By submitting your credentials for this position, you are submitting to such inquiry.