



HOMEOWNERSHIP PROGRAMS MANAGER

Overview: Habitat for Humanity Chicago is a nonprofit affordable homeownership organization that partners with families and neighborhood residents to build homes and revitalize communities in Chicago with a primary focus on the Southside.

Position Summary: The Homeownership Programs Manager drives the development and execution of Habitat Chicago's Affordable Homeownership and Homebuyer Readiness Training Programs. S/he collaborates extensively with team members, volunteers and partner organizations to effect exceptionally prepared homebuyers who are well-positioned in knowledge, financial health and confidence to enter into and maintain successful homeownership.

Who Should Apply: You are someone who cares deeply about the personal success of individuals seeking big changes in their lives and have the outstanding communication, project management and teamwork skills to run the programs that help make it happen.

Key Responsibility: Homeownership Programs

- Working with the Programs Team, identify, develop and execute scope and schedule for each program, meeting participant output and outcome goals each year.
- Manage programs in full, maintaining a high-degree of legal and programmatic rigor at all stages, from participant interactions to record keeping to evaluation.
- Work proactively with team members, volunteers, vendors and partners to communicate needs and facilitate program requirements.

Affordable Homeownership Program (45%)

Through our Affordable Homeownership Program, we partner with families who don't qualify for traditional bank financing by offering them the opportunity to purchase a home with an affordable mortgage. As a part of the program, participants take a series of education courses and work alongside volunteers to help build their home. This is an existing program in need of improvements. Its components include: participant recruitment, loan qualification/participant selection, homeownership and community education course management, home sale and down payment assistance execution, and pre- and post-purchase participant support and communications.

Homebuyer Readiness Training Program (45%)

A new program to be developed, the public Homebuyer Readiness Training Program will prepare individuals for home purchase and homeownership, including the financial, physical maintenance and community considerations of owning. At the end of the program, individuals may opt to pursue the best homeownership and financing option for which they qualify, whether it is a loan with Habitat Chicago, one of our nonprofit lending partners, or through conventional bank financing. Program components include: program design and launch, participant recruitment, homeownership and community education course management, education and lender partner coordination, and participant coaching and communications.

Key Responsibility: Leadership and Teamwork (10%)

As a key Programs Team member, contribute to our organizational health through enthusiastic collaboration, leadership and personal integrity.



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- Maintain a “team first” outlook, supporting the success of the team and the mission in attitude, ideas, and actions; lead by example and with active, creative input for growing and improving the organization.
- Participate in relevant community investment strategy decisions, helping to define neighborhood direction and team needs.
- Support complementary programs as needed with advice and/or by taking on defined responsibilities.
- Contribute to organization events, helping as necessary with set up/take down, management, networking, various tasks, etc.
- Contribute to organization communication/marketing strategies as needed.
- Engage with all members of team, program participants, and core volunteers.

Qualifications

Required Knowledge, Skills & Abilities

- Interpersonal and cultural competency skills facilitating collaboration with a wide spectrum of people
- Advanced communication abilities for varied situations (e.g. public speaking, coaching, listening, interpreting, advocating, negotiating, etc.)
- Strong project management, program development, goal management and record-keeping skills
- Organization, attention to detail, ability to work independently with minimum supervision
- Patience, understanding, and flexibility
- Confidentiality with sensitive information
- High level of computer literacy, including competence with Microsoft Office and familiarity with Constituent Relationship Management databases (Salesforce preferred)
- Ability and willingness to secure and maintain a Mortgage Loan Originator license for the State of Illinois (all training, testing, travel and renewal costs paid by Habitat Chicago)
- Ability and willingness to become a HUD-certified Housing Counselor (all training, testing, travel and renewal costs paid by Habitat Chicago)

Preferred Knowledge, Skills & Abilities

- Familiarity with community-based organizations in Chicago and nationally
- Understanding of housing market, mortgage origination, and housing counseling
- Understanding of challenges facing populations with low incomes
- Understanding of Adult Education learning principles and curriculum development
- Understanding of the Habitat for Humanity mission and operations
- Basic marketing/recruitment tactics skills, including public event management

Education and Experience

- At least five years of work experience in a professional setting; counseling, adult education and/or program development experience preferred
- At least two years of management experience (employees, volunteers, students, etc.)
- Bachelor's degree or equivalent combination of education and experience

Successful Habitat team members share the following characteristics:

- **Trust:** You invest in your fellow team members and you do what you say you will do. You thrive on constructive feedback and have a high level of integrity.
- **Commitment:** You have a “go above and beyond” attitude; nobody here works just for a paycheck.
- **Engagement:** You embrace bringing people to the Habitat mission.



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- **Innovation:** You are a creative problem solver who works across teams.
- **Curiosity:** You express curiosity and reserve judgment.
- **Achievement:** You love results and hate excuses. You will help Habitat Chicago grow to be a leading organization.

Position Details

Reports To: Associate Director, Programs

Supervises: Pending successful recruitment, this position will manage one full-time volunteer (AmeriCorps), initially.

Hours: Full-time. Typical office hours are 8am-4pm. Some weekend and evening work is required, depending on program and event needs, and adjusting schedules as needed to balance hours is encouraged.

Environment: The Habitat Chicago office is located at Cermak Rd. and Carpenter St. in Chicago. It is accessible by car or by public transit. This position will have a desk, computer, and phone line in an open office environment.

Conditions: Must be able to lift 25 pounds and work at a computer for long periods of time.

Compensation: Salaried; \$53,000-\$58,000, depending on experience. 30+ vacation/sick/personal days per year. 90% employer paid health insurance; access to dental, vision and 401k plans.

FLSA Status: This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). It does not earn overtime or compensatory time for additional time worked.

Training: The position will begin with an onboarding period to become familiar with the organization's work and policies; s/he will be trained on the specifics of the role through a combination of in-person, online and written trainings and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform her/his responsibilities. Additionally, the successful candidate will be required to seek and secure a Loan Originator's License and may be asked to attend other training and certification programs as identified.

To Apply: Please submit a cover letter and resume to elizabeth.walker@habitchicago.org with "Homeownership Programs Manager – Your Name" in the subject line by 7/15/18. Only successful applicants will be contacted and interviews will take place on a rolling basis. No phone calls, please.

Habitat for Humanity Chicago is an equal opportunity employer. This organization does not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.