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Director, Family Services

Overview

Reports to: Executive Director

Start Date: September, 2016

Major Responsibilities: This position ultimately reports to the Executive Director and oversees an Americorps National member and family services volunteers.

Essential Duties and Responsibilities: The Family Services Director is the main point of contact for all interested families, so it is imperative that this individual will have strong social skills, patience, and ability to interact and communicate with those interested in partnering with Habitat; this individual must have the ability to take complex real estate, banking, closing theories/ideas/language and communicate it in such a way that someone with no understanding of homeownership can understand. This position requires excellent multi-tasking skills and should have the ability to manage tight deadlines, quick shifts in priorities, and still remain flexible and open to working with families as needed.

- Assist Executive Director and Board of Directors in developing all Family Selection Committee Policies and Rules.
- Ensure Family Selection Committee is complying with all relevant rules and policies; ensure committee is a positive reflection of the Flatirons Habitat community since they are often the face of Habitat to the applicant; oversee activities to ensure all family selection activities are completed in a timely manner and within the required standards
- Manage Family selection committee throughout the entire selection process; coordinate family selection application meetings between committee members and applicant families.
- Manage Family Selection Committee Chair and ensure all activities are completed as needed and within the required quality standards. Coordinate all Family Selection Meetings and their roles in family selection when needed
- Manage Applicant Families through the entire homeownership application process; answer questions as needed; ensure all applicant families have a complete application folder; Act as main point of contact for the Family through the entire application process; follow up with families to request any missing documents through the entire application process; Communicate family application status and abide by policies and laws
- Manage Applicant Families through the entire Critical Home Repair Program application process; answer questions as needed; perform complete income qualification process and recommend applications to Executive Director for final approval of family; ensure all applicant families have a complete application folder; Act as main point of contact for the Family through the entire

application process; follow up with families to request any missing documents through the entire application process

- Manage all families from the point of Letter of Acceptance up through to Closing on the property; Work with family to ensure they are completing all sweat equity requirements in the time allotted; perform final financial review and budgetary analysis; present recommendation to Executive Director for families who have completed all requirements
- Act as Underwriter Coordinator for all new, rehab, recycled, and critical home repair programs to ensure families are eligible and meet all closing requirements.
- Act as Loan Originator and work closely with Title company and/or Lawyers where required to create all required closing documents.
- Provide for all Closing Education to all families going through formal closings; provide adequate documentation and explanation so homeowners know the formal documents they will sign on the day of closing
- May act as Closer for all Habitat Closing documents, excluding HUD1 and Title Company documents; coordinate closing preparation
- Act as advocate and coach for all Habitat families; support them through difficult life changes; work closely with family and local partners to support the family to facilitate their access to community resources to help them maintain their homes and pay their bills
- Coordinate monthly Delinquency Committee meetings; maintain records and tasks to ensure all tasks are completed as required in the meetings; work closely with the accounting staff on loan servicing tasks.
- Work alongside Finance Associate to create and maintain monthly Delinquency Reports; ensure all delinquency balances are accurate; Work with Office Manager to communicate all Delinquency Notices to homeowners; File all Delinquency notices in homeowner folders
- Manage all Payment Plans and act as main point of contact for delinquent accounts; develop payment plan details
- Manage all Mortgage Modification requests from the beginning up through to the point of closing on the changes to the original Deed and Note
- Supervise Americorps member and family services volunteers to ensure scheduling of volunteers in the construction program is done efficiently and meets the team's needs
- Supervise Americorps and volunteer members; oversee all aspects of the family education program including, but not limited to Blueprints, HOA education, Good Neighbor workshop and Homeownership Training; act as alternate instructor for these programs
- Other duties as assigned

Basic Position Requirements:

- **Education and/or Experience:** Bachelor's Degree in Banking/Non-Profit Management/Social Work or similar degree; Be trained in Loan Origination (certification not required) and have a broad knowledge of Real Estate and Federal/State Lending Laws; Have expansive knowledge of Affordable Homeownership both at the Federal and Local level; Have at least 2 years of experience in the Affordable Homeownership industry; Have at least 2 years of experience in Loan Origination and Loan Closings; Have at least 3 years in working with low-income family programs
- **Language Skills:** English (required) and Spanish (required) both written and oral communication.
- **Computer Skills:** Expansive experience and understanding of Microsoft Office products and ability to quickly learn new software products as required as the lending business grows and expands to accommodate technical advances in the industry

Other Desired Skills or Requirements:

- **Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Other Skills and Abilities:** Ability to listen and direct people to other agencies when needed. Ability to be flexible. Ability to resolve conflict and effectively work with difficult personalities from time to time. Ability to work closely with patience and understanding with Partner Families while also holding the family accountable to the requirements of being a Partner Family. Ability to be a contributing member of the Flatirons Habitat for Humanity team and demonstrate authentic leadership skills in working with others.
- **Physical Demands:** The employee must occasionally lift and/or move up to 25 pounds.
- **Support of the Habitat for Humanity Mission:** Candidate must be able to demonstrate a commitment to the philosophy of Habitat for Humanity in building homes in partnership with the homeowner and with volunteers. Support Affiliates Mission and governance policy

Flatirons Habitat for Humanity is an equal opportunity employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability or veteran status.

To apply: please email a cover letter and resume to hr@Flatironshabitat.org

For questions, please contact Laurie at 303-447-3787 x227