



JOB DESCRIPTION
www.habitatmetrodenver.org

Title: Home Repair Client Coordinator	Employment Status: Full-time
Department: Operations	FLSA Status: Non-Exempt
Reports to: Eligibility Determination Supervisor	Supervises: AmeriCorps members, program volunteers and/or interns

Updated February 2023

Who You Are:

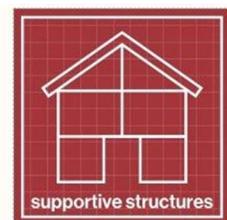
You are someone who people can rely on, and you are always there when they need a helping hand. You like variety in your work and seek unique challenges every day. You’re a “people person” and enjoy hearing their stories and connecting on a personal level. You are looking for a new position where you can make a difference in your life, the lives of others, and the world. In return, you seek an organization that appreciates your individuality and supports you as a member of a diverse and talented team. People often comment how you are welcoming, honest, organized, and a real problem solver. You know in your heart it is time to find an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

Who We Are:

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to bring people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy, and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all. To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. Habitat Metro Denver is also an advocate for policies that create and preserve affordable housing. We work in neighborhoods across five counties in Metro Denver to not only build, renovate and sell new homes, but also to do critical home repairs to help families stay in their homes longer. Throughout our 43-year history, Habitat Metro Denver has served more than 2,500 households and is the 8th largest producer in the Habitat U.S. network.

How We Succeed Together:

Habitat Metro Denver’s **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



Solid Foundations – Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

Innovative Design – We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

Open Doors – We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

Clear Windows – We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

Supportive Structures – We have each other’s backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

GENERAL DESCRIPTION

The Home Repair Client Coordinator supports Habitat’s Home Repair program’s clients by providing hands on customer services to homeowners in the Denver metro community. The position is responsible for supporting outreach efforts targeting qualified applications, supporting applicants through the selection process, and ensuring all selected homeowners complete their program requirements in a timely manner. The Home Repair Client Coordinator is a person who can create meaningful, trusting relationships with a diverse group of community members, applicants, staff, and volunteers to meet programmatic goals, timelines, ensure regulatory compliance, and provide a satisfying customer experience to all.

The following reflects the organization’s definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

CORE RESPONSIBILITIES

Program

- Ensure all aspects of partnership are understood by homeowners through meetings, ongoing communication, and partnership agreements. Ensure all discussions and meetings with applicants and homeowners are fully documented.
- Recruit and support Homeowner Services Core Volunteers in conjunction with Volunteer Department, to support the needs of the department.
- Build and maintain relationships with other service providers and make appropriate referrals, as needed, for those applicants who do not qualify for the Habitat Housing Programs.
- Schedule and complete Home Repair partnership meetings with homeowners.
- Track Home Repair Homeowner program requirements, including sweat equity and education, to ensure that homeowners complete their partnership requirements on schedule.
- Work productively with all departments to ensure homeowner and affiliate needs are met, including sweat equity scheduling, pre and post construction meetings, sponsor engagement, Habitat special events, celebrations, etc.
- Coordinate with Home Preservation team to ensure the timely and completion of homeowner project work scopes.
- Work with Resource Development Department to connect program sponsors with homeowners in a way that is meaningful to both parties.
- Provide administrative support to the Community Outreach and Engagement TBD including attending outreach events and ensuring information on Home Repair applicants and partner homeowners are updated in the database and other appropriate file locations.
- Work with Homeowner Services department leadership to review Home Repair policies and

procedures to revise and/or create as necessary.

- Responsible for accurately reviewing Home Repair program applications and collecting necessary documentation for income verification.
- Report regularly on program statistics and demographic information and provide feedback to staff leadership to inform program outputs, outcomes, and other change management activities.
- Ensure that the Home Repair project payment is made in a timely manner.
- Complete required documentation to properly secure investment in homeowner's property.
- Complete required documentation and processes to ensure home title is cleared at end of agreement period.
- Manage phone calls and walk-ins from prospective program applicants. Act as point person for department's Spanish language needs.
- Maintain healthy, supportive relationships with Habitat homeowners who have successfully completed our programs by responding to questions and concerns, initiating engaging communication and including homeowners in affiliate events.
- Enhance the organization's culture by reinforcing core values and fostering a positive work environment.

Staff and Volunteers

- Foster and develop meaningful volunteer opportunities to work in harmony with staff, build community with program volunteers and donors, and harness the knowledge and expertise that a diverse volunteer pool can contribute. This includes promoting volunteerism among Habitat homeowners.
- Oversee and engage volunteers and interns in daily activities.

Communication and Planning

- Ensure that leadership is fully informed and appropriately engaged in all planning and programmatic activities.
- Provide timely and appropriate communication about homeowner selections to deepen staff and volunteer connection to the homeowners themselves and thereby to Habitat's mission.
- Work with the Construction, Administration, Resource Development and ReStore Departments to keep open lines of communication to ensure smooth partnership progress for all housing products.

KNOWLEDGE, SKILLS, AND ABILITIES

- The ability to effectively and compassionately speak, read, write and understand Spanish and English is required.
- Ability to speak honestly with applicants that are not qualified for housing programs and create channels to foster reapplication; and provide resources and referrals for those in dire housing situations.
- Diplomatic in delicate situations with volunteers, staff, families, or other stakeholders.
- Proficient with Microsoft Office, databases and ability to learn as needs of the job and available technology evolves.
- Exceptional organization and oral and written communication skills.
- Excellent interpersonal skills with diverse types of people .
- Ability to manage multiple projects simultaneously.
- Comfortable with public speaking.

EXPERIENCE

- Experience (work, volunteer, and/or education) to demonstrate an understanding of short-term and long-term program / project management.

- Minimum 1 year of experience in an applicable setting such as social services, housing, and/or nonprofit management preferred.
- Minimum 1 year of volunteer management experience preferred.
- Minimum 1 year working or volunteering in a customer service setting.
- Multimedia and culturally relevant marketing experience preferred.
- Fluency in spoken and written Spanish and English is required. Other languages are a plus.
- Public notary, or ability to become one.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

- Ability to work at a desk and computer for extended periods of time.
- Often required to climb stairs to access various offices and to attend meetings in other locations.
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable.
- Able to lift and carry up to 25 pounds when necessary.
- **Proof of COVID-19 vaccination is required for employment.** *Habitat for Humanity of Metro Denver requires employees to be fully vaccinated against COVID-19, where allowable under the law, unless they are approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents them from being vaccinated.*

WORK ENVIRONMENT AND CONDITIONS

- Most work done indoors in an office or meeting setting.
- Some work conducted off site at other agencies, in the homes of applicants, or other locations as needed.
- Recurring evening and weekend meetings.
- Valid driver's license and ability to be insured under the company's insurance policy is prerequisite; driving is required. A Motor Vehicle Report (MVR) will be run for insurance purposes.
- Shared office environment with ability to work remotely.
- Ability to independently seek solutions, but also work well in a team-based environment.
- Hybrid work model.

The Starting Hourly Pay Range for this position is expected to be \$18.00 - \$22.20 / hour with consideration given for applicable education and/or experience above the minimum requirements.

Benefits available include medical, dental and vision insurance options; 401k savings match; paid Life Insurance and AD&D policy; Short and Long-Term Disability Insurance; Paid Time Off for vacation, sick, holidays, floating holidays, Healthy Families Workplace Act (HFWA) Leave; Parental Leave and paid time to volunteer.

Please apply through the following Link:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=17332&clientkey=9F05EDCA5A4F338D08503989FA9B94C0>



At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.