



## POSITION DESCRIPTION

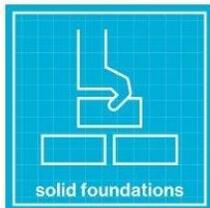
Title: Homeowner Programs Outreach Manager	Employment Status: Full-Time
Department: Homeowner Services	FLSA Status: Salaried, Exempt
Reports to: Director of Homeowner Services	Supervises: Home Repair Client Coordinator, Homeowner Services Outreach Associate, AmeriCorps, Volunteers and/or Interns

### Who We Are:

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing 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.

**POSITION OVERVIEW:**

The Homeowner Programs Outreach Manager works to ensure the strategic and smooth outreach and partnership operations of Habitat for Humanity of Metro Denver's (Habitat) housing programs in support of our mission. This involves planning, organizing, directing, and coordinating community outreach initiatives and public engagement opportunities. The Homeowner Programs Outreach Manager also develops and maintains partnerships with local agencies and organizations that represent the communities in which Habitat builds and preserves affordable homeownership opportunities. This position requires a person who can cultivate strong relationships with a diverse group of staff, community members and volunteers to create a positive, life changing experience for our homeowners and their neighborhoods. The Homeowner Programs Outreach Manager upholds the principles of participatory Asset Based Community Development and is committed to working with our partners so that affiliate goals and objectives can be met.

**CORE RESPONSIBILITIES:***Program*

- Develop and maintain strategic partnerships to increase Habitat's ability to build, renovate and repair homes, communities and hope across Metro Denver
- Build, enhance and sustain positive relationships throughout the Globeville, Elyria, Swansea, Westwood, North Park Hill, and E Colfax communities
- Research and prepare community profiles and outreach/engagement plans for project communities related to recruiting qualified homeowners or homebuyers
- Focus on creating relationships with outside organizations (including, non-profits, employers, businesses, key contacts, community, and neighborhood coalitions/groups etc.) ultimately resulting in positive relationships and interest in Habitat's housing programs
- Develop and implement new approaches for outreach to prospective homeowners and Habitat stakeholders
- Collaborate with other Homeowner Services team members:
  - review selection data and report on housing program(s) selection outputs.
  - design and facilitate Housing Programs Info Sessions.
- Assess and create outcome evaluation measurement initiatives and reports.
- Represent Habitat holistically in various community forums.
- In coordination with Marketing department, develop and maintain an arsenal of information sharing tools including, social media, web and print materials in English, Spanish and other languages as needed.
- Collaborate with and support Community Real Estate Coordinator to plan and facilitate the matching of inventory with prospective homebuyers on the priority list. Co-manage monthly property release in compliance with Fair Housing Requirements.
- Coordinate with the Community Real Estate Coordination in the promotion of customer sales including recommending products that will fit the customer's financial and family needs.
- Recruit, train and support volunteers to assist with outreach activities.
- Assist in assessing, collecting and reporting data related to our programs and community needs in Habitat Metro Denver service area, specifically household demographic information.
- Ensure that Director of Homeownership Programs, Organization's leadership, and other team members is fully informed and appropriately engaged in all planning and programmatic activities.

*Staff and Volunteers*

- Foster and develop volunteer opportunities to assist with outreach activities to alleviate the workload of staff, build community with volunteers, and harness the knowledge and expertise that a diverse volunteer pool can contribute. This includes promoting volunteerism among Habitat homeowner families.
- Responsible for recruitment, training, oversight and support of AmeriCorps members, volunteers and other team members as needed.
- Enhances the organization's culture by reinforcing Cultural Blueprint and fostering a positive and high-performance work environment.

**KNOWLEDGE, SKILLS, ABILITIES:**

- A strong belief in Habitat's mission and a desire to engage others in the organization's work.
- Excellent oral and written communication skills. Able to adapt communication style and communicate clearly and effectively across different audiences.
- Outstanding leadership skills with demonstrated success leading teams, building strong culture, developing others, and overseeing results.
- An entrepreneurial and creative approach to problem-solving.
- Highly organized with exceptional project and time management skills, and adept at managing multiple priorities and deadlines.
- Self-motivated and able to work independently with superior time management and organizational skills.
- Comfort navigating a dynamic, regularly changing landscape and success working in a similar environment.
- Exhibit qualities valued in a collaborative work environment characterized by growth mindset: integrity, trustworthiness, compassion, creativity, persistence, and compassion.
- Ability to communicate expectations clearly and have candid conversations
- Ability to respond to challenging personal circumstances with compassion and patience
- Proficient in the use of Office365 (especially Excel), and database management
- Comfortable with public speaking; able to convey knowledge, professionalism and compassion in a clear and engaging communication style

**EDUCATION, EXPERIENCE:**

- Formal education or equivalent combination of education and experience to demonstrate understanding of short- and long-term program/project management
- 5+ years of experience in an applicable setting such as community development, housing, or nonprofit organization
- Volunteer or personnel management experience preferred
- Experience working with people from diverse racial, ethnic, and socioeconomic backgrounds strongly preferred

**PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:**

- Sit at desk for extended periods of time
- Move around the office to perform various tasks and access files
- Use computer and other office equipment
- Attend meetings, events etc. outside of the HFHMD office in locations and at times when public transportation is unavailable
- Often required to climb stairs to access various offices and to attend meetings in the Habitat office facility
- Ability to lift and carry up to 25 lbs.
- 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:**

- Some work conducted off site at outdoor venues, other agencies, , or other locations
- Ability to independently seek solutions, but also work well with a group
- Shared office environment with ability to work remotely
- Frequent evening and weekend meetings, and events
- A valid driver's license and the ability to be insured under HFHMD's auto insurance policy is required.

**The full salary range for this position is:** \$48,600 - \$65,100. The expected starting range is \$50,000 - \$56,900 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 send resume or work history and statement of interest to [HRRecruiting@habitatmetrodenver.org](mailto:HRRecruiting@habitatmetrodenver.org) for consideration.



*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.*