



POSITION DESCRIPTION
www.habitatmetrodenver.org

Title: Director Homeownership Programs	Employment Status: Full-time
Department: Operations	FLSA Status: Exempt
Reports to: VP of Homebuyer and Lending Programs	Supervises: Homeowner Programs Outreach Manger, Community Real Estate Coordinator, Homeowner Support Coordinator, Volunteers, Interns and/or AmeriCorps members

June 2023

Who You Are:

You're someone who individuals can depend on, but you can also rally a team when needed. You understand the intricacies of nonprofit program management and are naturally skilled at compassionate customer service. You are also comfortable diving into finer details while keeping the big picture in focus. You're 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 on how you're organized, thorough, full of great ideas, and always community driven. You know in your heart it's 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 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 44-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:

Director of Homeownership Programs ensures the smooth operation of Habitat's outreach, application and selection process for Habitat's housing programs. This position is responsible for creating awareness and understanding of homeowner programs available, as well as, leading a customer focused application process. The Director of Homeownership Programs is a person who can work with a diverse group of community members and agencies, applicants, staff, and volunteers. They have a deep understanding of the housing need in Denver and resolve to address it.

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

CORE RESPONSIBILITIES

- Uphold Habitat Metro Denver's commitment to Affirmatively Furthering Fair Housing, the Fair Housing Act, Equal Credit Opportunity Act and Habitat Metro Denver's Inclusivity goals.
- Identify market trends, monitor industry standards, and internal needs to make strategic decisions to ensure Habitat's applicant outreach and application process are best in class.
- Plan and monitor affiliate outreach and selection schedules to select future homeowners in accordance with programmatic goals and Federal regulations.
- Support Habitat Metro Denver's Neighborhood Revitalization and Community Development priorities.
- Build community among Habitat homeowners and provide meaningful connections to Habitat's Neighborhood Revitalization work.
- Work with Leadership to review selection policies and procedures and revise and/or create as necessary.
- Interact with the Denver Metro real estate community to gain insight into marketing best practices for our product.
- Manage process for listing properties with real estate agents to provide wider visibility of our products and programs.
- Manage staff team that provides marketing capacity that rivals those of real estate agents for internally marketed products.
- Manage marketing and outreach activities to effectively reach individuals and communities who may benefit from Habitat's Homeowner and Home Repair programs.
- Manage coordination with Home Repair Project Manager to ensure all homeowner communication is appropriately managed, especially regarding Scope of Work and scheduling.

- Oversee the application process of the homeownership program and regularly evaluate policies and procedures to ensure continuous improvement, accurate analysis, compliance with all laws and regulations, and expedition of applications.
- Manage the homeowner selection budget and solicit gift in kind donations for training, materials, and technical support.
- Lead and participate in strategic initiatives to enable Habitat to increase the number of households served with quality housing products.
- Ensure all potential applicants understand Habitat's partnership requirements and all selected homeowners are fully ready to partner with Habitat.
- Provide a positive application experience and outstanding customer service to all.
- Foster and develop volunteer and intern opportunities to maximize staff efficiency, create community with volunteers and donors, and harness the knowledge and expertise that a diverse volunteer pool can contribute. This includes promoting volunteerism among Habitat families.
- Develop and facilitate the resale process that maintains long term affordability restrictions.
- Develop KPIs and oversee the reporting tool development / enhancement to track budgets and P&L management.
- Report regularly on program statistics and demographic information and support affiliate program evaluation initiatives.
- Collaborate with Habitat staff to further our mission to build homes, communities and hope.
- Ensure that Leadership is fully informed and appropriately engaged in planning and programmatic activities.
- Enhance the organization's culture by reinforcing core values and fostering a positive work environment.
- As an influential leader, the Director will lead and mentor team members to ensure their professional growth is consistently supported.
- Demonstrates behaviors and interactions that reflect the cultural values outlined in the Cultural Blueprint.

KNOWLEDGE, SKILLS & ABILITIES

- Expert in Fair Housing, ECOA, Civil Rights Act and other pertinent laws governing housing practices.
- Diplomatic in delicate situations with volunteers, staff, families, or other stakeholders.
- Effective and engaging presentation style.
- Strong strategic thinking and planning skills.
- Ability to create and implement project plans.
- Ability to foster an innovative and adaptable team environment.
- Proficient with multiple forms of technology including database, web editing, Microsoft Office, and the ability to learn as needs of the job and available technology evolve.
- Exceptional organization, oral, and written communication skills,
- Excellent interpersonal skills with diverse types of people,
- Positive, optimistic outlook that fosters an upbeat work environment.
- Ability to manage and prioritize multiple projects simultaneously.
- Diplomatic in delicate situations with volunteers, staff, families, or other stakeholders.

EXPERIENCE

- A minimum of 15 years of related non-profit experience with more than 3 years in a Manager or Director role.
- 5 or more years of experience in an applicable setting such as affordable housing.
- Experience to demonstrate understanding of short-term and long-term program/project management.
- 5 years of volunteer or personnel management experience.

- Multimedia and culturally relevant marketing experience.
- Fluency in Arabic, French or Spanish highly preferred.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS POSITION

- Frequent evening and weekend meetings, classes, and home dedications.
- Most work is done indoors in an office or meeting setting.
- Some work conducted off site at other agencies or other locations as needed.
- Shared office environment
- Ability to independently seek solutions, but also work well with a team.
- Hybrid work model (minimum 2 days/week at a Habitat location, with ability to work from home the other days) *During the first 6-9 months of employment additional days in the office will be required to build critical interpersonal connections and strengthen the communications team's vision, strategy, and cohesiveness.*

WORK ENVIRONMENT & CONDITIONS:

- Ability to work at a computer for extended periods of time.
- Often required to climb stairs to access offices and attend meetings in other locations.
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable.
- Valid driver's license and ability to be insured under the company's insurance policy is a prerequisite. A Motor Vehicle Report (MVR) will be run for insurance purposes.
- Ability to work in exterior environment during a variety of weather conditions.
- Proof of COVID-19 vaccination is currently NOT required for employment.

The expected starting annual salary range for this position is \$72,100 - \$86,500, with consideration given for applicable education and experience above the minimum requirements. The full annual salary range for this position is \$72,100 - \$100,900.

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 by copying and pasting the following link in your browser:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=34559&clientkey=9F05EDCA5A4F338D08503989FA9B94C0>

Or visit our Careers Page:

<https://habitatmetrodenver.org/about/careers/>



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.