

Homeowner Services Coach

Ideal for someone looking for a position that has meaning, and a desire to work for an employer that is impacting the local community by providing affordable homeownership. We are interested in talking to you and invite you to join in our Mission: Seeking to put God's love into action, Lakeshore Habitat for Humanity brings people together to build homes, community, and Hope.

The Homeowner Services Coach is vital to the successful operation of Lakeshore Habitat for Humanity. A successful candidate would be expected to uphold the Values of Lakeshore Habitat for Humanity:

- Seeks God – Models honorable behavior, language, and actions.
- Safety – Maintains an environment free from physical hazards, unsafe actions and verbal or physical harassment.
- Hospitality – Provides a welcoming, friendly, and gracious environment for customers, donors, staff, and volunteers.
- Stewardship - The careful and responsible management of affiliate resources, donations, and capital.

General Description

Provide leadership to the homeowner-partner selection and homeowner support activities of Lakeshore Habitat for Humanity. Lead current and future Homeowner's through the home ownership and home repair programs. Keep Homeowners connected with Lakeshore Habitat for Humanity after the building process is completed. Further provide leadership and support to the selection of our home repair candidates and coordination of repair projects.

Homeowner Partnership Primary Duties

Coordinate selection of qualified homeowner-partners by:

- Promoting Habitat for Humanity to potential applicants through various outlets.
- Publicizing and coordinating Lakeshore Habitat for Humanity programs with other social service agencies.
- Connecting with applicants as they fill out interest forms.
- Processing potential homeowner applications and following up with applicants.
- Managing and scheduling the selection process.
- Overseeing and leading the Homeowner Selection Committee .
- Reviewing and recommending revisions to the Lakeshore Habitat for Humanity selection criteria with the Homeowner Selection Committee .
- Preparing homeowner partner recommendations for Lakeshore Habitat Board.
- Lead homeowner-partner orientation meetings.

Coordinate the support of Lakeshore Habitat for Humanity Homeowner-partners by:

- Communicating with homeowner-partners.
- Providing Homeowner Partner follow-up care & support.
- Acting as the Homeowner Partner liaison & advocate with all departments in Lakeshore Habitat.

- Ensuring that each home-owner candidate is accomplishing their program goals in a timely manner.
- Facilitating coordination of sweat equity opportunities
- Coordinating homeowner partner education classes and courses.
- Leading all follow up efforts with Homeowners.
- Planning ground breakings and house dedications to include Homeowners and donors.
- Assisting with closings in cooperation with the Business Manager.
- Recruit, train, and match Family Friend mentors.
- Review and recommend revisions to the Lakeshore Habitat for Humanity homeowner-partner support program with the Executive Director.

Other Duties

- Collaborating with other departments to accomplish program goals.
- Partnering with Marketing & Communication Director to capture homeowner impact and stories.
- Working with the Business Manager to maintain regular mortgage payments from homeowners in partnership with the Affiliate Mortgage Services team.
- Leading and coordinating the annual homeowner picnic.
- Understanding and following grant compliance.
- Creating connection to the board members.
- Engaging in ongoing training and professional opportunities
- Regularly participating in Services Council meetings.

Homeowner Repair Primary Duties

- Publicizing and coordinating Lakeshore Habitat for Humanity programs with other social service agencies.
- Connecting with applicants as they fill out repair interest forms.
- Processing potential home repair applications and following up with applicants.
- Facilitating initial Home Repair site visits.
- Managing Home Repair projects.
- Coordinating with construction team for construction support on repair projects.
- Coordinating with contractors and community partners to complete repair projects.
- Managing grant applications for outside funding for Home Repair Projects
- Partnering with the City of Holland to complete Home Energy Audits.
- Partnering with Marketing & Communication Director to capture home repair impact and stories.
- Overseeing and leading Homeowner Services Committee

Required Qualifications

- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Proficient with Microsoft Office Suite or related software.
- Positive and affirming personality.

- High level of commitment to the “people” side of the Habitat mission.
- Ability to work weekend and evening hours, as needed.
- Experience with public speaking.

Education and Experience:

- Familiar with fair housing and fair lending laws
- BS Degree, preferably in social work, case management 3 to 5 years’ experience in social work environment highly desirable.
- Ability to communicate in Spanish.