



**SOUTHEAST VOLUSIA COUNTY, FLORIDA
Job Description**

Job Title	Family Services Coordinator
Reports to	Executive Director
Classification	Full Time
Rate	\$16.00-\$18.00 an hour plus benefits*
Schedule	Monday-Friday 9am-5pm**
Location of office	New Smyrna Beach, Edgewater, and Oak Hill, Fl
* based on experience	
** occasional evenings or weekend	

Overview

The Family Services Coordinator, in partnership with the Community Outreach Manager and Executive Director, builds and manages the pipeline of Habitat family partners by overseeing efforts to identify potentially deserving families, evaluates qualifications for home ownership and the “Brush with Kindness” Critical Home Repair Program and makes recommendations to the Executive Director. The selected candidate will be the primary contact person for all Habitat family partners and for each applicant as they go through the review/selection process. The ideal candidate will work collaboratively with the other members of the leadership team in order to deliver upon our mission and goals.

Responsibilities

- Interview potential family applicants for home ownership and discussing the Habitat Home ownership model.
- Accept and review applications for Habitat housing and “A Brush with Kindness” Critical Home Repair requests.
- Orient newly accepted partner families and track organizational requirements including but not limited to: sweat equity, financial reporting, education, and communication to key members of the affiliate.
- Accountable staff member for oversight of the Habitat Home owner education program, and updates the training program to assure compliance with Habitat for Humanity International and Habitat for Humanity Florida guidelines.

- Track sweat equity hours and progress towards requirements of all family partners during the selection process, to include hours at the ReStore, construction site and Habitat office.
- Collaborate with the rest of the office staff to assure the office activities and business hours have staff available to include the family service coordinator.
- Prepare and submit applications for down payment assistance for partner families.
- Other duties as assigned by management.

Qualifications

Required:

- Experience with Microsoft Office to include Word, Excel and PowerPoint
- Positive attitude with exceptional customer service skills
- Strong verbal and written communication skills to include positive phone etiquette
- Detail orientated with strong organization skills
- Ability to work well on a diverse team with positive energy while getting along well with others

Preferred:

- Familiarity with the mission and operating model of Habitat for Humanity
- Experience working with volunteers a plus
- Public speaking experience
- Strategic planning and thinking background a plus

Physical requirements:

The role is primarily located in an office setting so candidate will sit for extended periods at a desk while using a computer. The individual may have an occasion for some limited local travel to the Habitat ReStore and/or construction build sites, along with local business and Habitat supportive agencies in Southeast Volusia County, Florida

Interested candidates should submit her/his resume electronically to:

Office@habitatsev.org