

Job Title:	Family Services Coordinator	Work Hours	Office Hours between 8 am – 4 pm, Monday-Friday plus occasional evenings and weekends as required to meet with families	
Department	Family Services	Position Type	Full-Time Salary Exempt	\$56,000 - \$62,000 annually
Exempt:	Yes	Reports To	Executive Director	

Summary

The Family Services Coordinator builds and maintains the pipeline of Habitat for Humanity/Hancock County (HFH) families to accomplish the mission of HFH. This position leads that effort by recruiting, qualifying, educating, mentoring and supporting those seeking both homeownership and home repair services. This role manages family applicants from the stage of application through project completion in partnership with the volunteer Family Services Committee, Construction and Repair teams. The position's goal is to assure partnership requirements are met successfully so families can secure safe and affordable shelter.

Job Description

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Process applications for approval or denial to HFH housing and home repair programs, conducting screenings, interviewing applicants, explaining partnership model, program requirements, collecting documentation, tracking all applications and adhering to timely communications.
- Orient newly accepted partner families to HFH programs and track their progress including but not limited to: sweat equity, financial status, and partner requirements via dashboards.
- Serve as staff liaison to Family Selection Committee; attend all meetings, ensure compliance with policies; schedule and organize all planning and training sessions for volunteer advocates.
- Conduct events and programs for family education and family recruitment in partnership with the Financial Opportunity Center coaches.
- Partner and communicate with Construction, FOC, Repair, ReStore and Volunteer department leads to successfully serve families in a timely manner with quality services and clear communications.
- Submit to Fundraising Department all family data and documentation, financials, and outcomes for local, state, and federal grant requirements and reporting by deadlines.
- Serve as HFH representative with community organizations to gather and disseminate resources that support families with community partner agencies, including resources and referrals.
- Conduct home visits and interviews for all Repair and Homeowner applicants including consultation and evaluation of selection criteria of income, need for shelter, and willingness to partner.
- Regularly meet with families to coach and serve as an accountability partner on next steps to successfully move through, and complete partnership program requirements.
- Readily available to address and resolve issues for families, with the ability to make on-the-spot decisions.
- Capture outcomes, family stories and create opportunities for families to interact with community.
- Coach and develop partner family's communication skills so they can represent HFH.

- Serves as official certified Mortgage Loan Officer to assure HFH meets legal requirements for loan origination, Truth in Lending laws and payment/delinquency management. Training provided and must be maintained annually.
- Coordinate Family Services Program in accordance with HFH policies and procedures and fair and equitable housing laws, updating policies and procedures as necessary.
- Ensures absolute confidentiality with respect to families and children, accurately maintaining database and confidential and organized client files that include comprehensive assessments, case plans, referrals and progress notes and communication logs.
- Prepare and record legal loan origination documents in partnership with Title Office and County Recorder.
- Present mortgage reports and family selection recommendations to Board of Directors in partnership with Family Services Board Chairperson.
- Service mortgages to include; escrow management, monitoring of payments, notification of late payments, and implementation of foreclosure and bankruptcy procedures as necessary.
- All other duties as assigned by the Executive Director.

LICENSES AND CERTIFICATIONS

- Valid driver's license

EDUCATION, KNOWLEDGE, SKILLS AND/OR ABILITIES

- Preferred bachelor's degree in business or human services.
- Preferred 2 years of experience working in a nonprofit organization or direct services with individuals.
- Lending, financial or mortgage experience/understanding a plus.
- Proficient in MS Office Suite.
- Excellent interpersonal and cultural competency skills to effectively work with a wide spectrum of people in a collaborative, professional manner, emphasizing HFH's partnership philosophy and Christian Ministry.
- Skills and experience working with varying economic and demographic backgrounds is desired.
- Strong communication skills, written, oral, presentation.
- Policy, process, and program development skills preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation must be made to enable individuals with disabilities to perform the essential functions. Work will require light lifting up to 20 lbs., carrying weight up to 20 feet. Requires walking and standing to a significant degree.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is primarily performed indoors (70%) with ability to sit at a desk and computer for extended periods of time. About (30%) of this position requires outreach in the community, including visiting buildings and homes that may have stairs, as well as occasionally serving on project sites that have uneven terrain and is not protected from external weather conditions. Some exposure to noise, dust, grease, smoke, fumes, noxious odors, gases and all types of weather and temperature conditions.

EQUAL EMPLOYMENT OPPORTUNITY PROVIDER

Reviewed/ Approved By:	Exec, HR	Date:	9/30/2025
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