

**Habitat for Humanity of Greater Baton Rouge, Inc.**  
**Job Description**

**Title:** Family Support Coordinator  
**Department:** Family Services  
**Reports to:** Director of Family Services  
**Status:** Non-Exempt, Full Time, Paid Hourly  
**Benefits:** Paid Holidays, Vacation and Sick Days, Health Insurance, Supplemental Insurance Plans, Mileage Reimbursement, Workers' Comp Insurance

**Position Summary:** Responsible for coordinating the Family Services support activities and aiding with selection activities as required; cultivating relationships with families, volunteers and other partners; teaming with the HFHGBR staff and Family Services committee.

**Essential Duties and Responsibilities** include the following: Other duties may be assigned.

- Adhere to Family Services Policies and Procedures
- Adhere to all federal, state, and local laws pertaining to housing and lending activities
- Understand and be able to speak about HFHGBR's mission and principles as well as all activities within the Family Services department, including Closing procedures
- Build positive, supportive relationships with partner families
- Act as the primary point of contact for all partners in the homeownership program through at a minimum weekly contact, as well as written and verbal updates, warnings, and newsletters, clearly communicating expectations for those in the program while providing positive support to help partners succeed
- Practice confidentiality with regard to partner family and homeowner information
- Maintain a thorough record of communication with partner families and homeowners, including current contact information
- Attend and participate in Partner Acceptance orientation meetings
- Advocate on behalf of partner families with HFHGBR and with organizations that wish to provide assistance, as well as be able to support HFHGBR in discussions with partners
- Manage partner family sweat equity, including scheduling, leading, tracking and monthly reporting
- Identify and develop relationships with community organizations that offer services relevant to our partners and homeowners and be able to refer families to them as appropriate
- Identify areas where additional education will help partner families
- Develop partner and homeowner education program by creating curriculum and identifying community partners as experts who could or already do teach courses
- Plan, schedule, coordinate, advertise and staff all partner and homeowner education classes and budgeting one-on-ones; register partners and homeowners and ensure their completion of all mandatory classes
- Track partner and homeowner progress through all mandatory requirements, including financial plans as well as sweat equity, keeping in mind each milestone that allows the partner to progress to the next phase of the program, and update Family Services Director regularly of issues related to partner progression in the program and/or successful completion of requirements
- Oversee Partner Mentoring program including community volunteer mentor recruitment and training, mentor/partner matching and relationship building (along with Family Selection Coordinator), and support of mentors through monthly tracking and as needed
- Develop and plan quarterly partner and homeowner celebrations including Hab-i-Blast, Halloween party, Christmas party, etc to include requesting community donations and support
- Write partner biographies at time of specific build offer
- Work with partners, staff, volunteers, committee members and sponsors to plan and prepare for Blessings of the Build and Dedications for each home built
- Attend all Blessings of the Build and Dedications
- Coordination of special projects related to partners and homeowners
- Maintain a list of eligible partners, including order of eligibility
- Conduct regular surveys to get partner family and homeowner feedback
- Develop and manage a Homeowner's Advisory Council to increase post-closing involvement with Habitat and improve our ongoing support program for homeowners

- Maintain an ongoing relationship with partner families post-closing
- Work alongside partner families, volunteers and staff on the construction site or at the ReStore most Wednesdays and Saturdays
- Help with partner selection as needed, including accepting applications, presenting information during applicant orientation meetings, and conducting Financial Reviews and/or Home Visits
- Recommend to Family Services Director appropriate changes/additions as needed to policies, procedures, and programs
- Other duties as requested by the Family Services Director

**Minimum Requirements:**

- **Education/Experience:**
  - Bachelor's degree preferred
  - 1-2 years experience in housing, social services, nonprofit, AmeriCorps or similar preferred, especially working with low-income populations
- **Language/Organization Skills:**
  - Excellent written and verbal communication skills including public speaking
  - Strong planning and organizational skills including the ability to anticipate tasks, set priorities, meet deadlines, and function smoothly under strict deadlines and shifting priorities
  - Ability to work well with diverse groups and individuals, reserving judgment and treating all individuals with respect including partners, applicants, volunteers, Board members and staff
- **Computer Literacy:**
  - Knowledge of Microsoft Office required
  - Database creation and management skills required

**Physical Demands:** The physical demands 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.

- Frequently required to stand; walk; sit; reach with arms; may have to lift and/or move up to 30 lbs.
- May be exposed to outside weather conditions, including extreme heat, when working on construction site(s)
- Normal office conditions when working in the office

**Work Schedule:**

- Typical schedule will be Tuesday through Saturday, with two days a week most weeks spent on the construction site
- Required to work 40 hours per week
- Some evening work required
- Some flexibility in schedule may be required during accelerated or alternative build schedules, applicant or partner classes, and special events