

## POSITION DESCRIPTION

### Mission

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities, and hope.

### Compensation

Starting at \$50,000 based on experience

### Benefits

- ✓ Health insurance - High deductible option paid 100% for employee only plus \$100 monthly HSA contributions = \$7,429.68/year
- ✓ Short- & long-term disability Habitat paid
- ✓ Life insurance 1x salary Habitat paid
- ✓ Voluntary dental, vision, supplemental life, EAP
- ✓ Retirement plan with match up to 5% first of the month after 30 days
- ✓ Paid holidays - 12 per year
- ✓ Flexible paid time off
- ✓ Telecommuting options
- ✓ Book and movie clubs
- ✓ Happy Hour onsite
- ✓ Snacks & Coffee Bar
- ✓ Wellness initiatives
- ✓ Public Service Loan Forgiveness Eligible Employer

### Classification

Exempt

### Reports to

Lead Housing Case Manager

### Summary/Objective

The Housing Case Manager is responsible for mentoring clients throughout their entire process of homeownership. The program will address mortgage delinquency and default resolution, credit, budgeting, and mentor clients in their pre-purchase and post-purchase housing journey. This position will support the management and delivery of the First Time Home Buyer Workshops and will conduct one-on-one client mentorship as well as provide administrative support as needed.

### Essential Functions

1. Mentor clients one-on-one to create reasonable action plans to help them achieve their housing goals.
2. Manage the mentorship process to ensure that mentees are making progress toward goals.
3. Support the planning, scheduling, and delivery of First Time Homebuyer workshops.
4. Work with the Lead Case Manager on the logistics of workshops and act as a point of contact for presenters.
5. Manage the First Time Home Buyer workshops registration process including posting classes, sending updates, replying to questions, managing IT issues, reporting attendance, and issuing certificates.
6. Maintain all significant client/mentor data and records.
7. Maintain accurate and up-to-date client data in organizational databases.
8. Answer all mail, email, and telephone calls within 48 business hours and in a courteous and professional manner.
9. Manage and report the status of the mentorship caseload.
10. Support our Resource Development department by engaging clients who are willing to share their stories and speak on behalf of our organization.

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11. Assist in the implementation of HUD housing counseling program.
12. Provide support for the Programs department in areas of client communication, event planning and execution, data entry, and other areas as needed.
13. Assist the Lead Housing Case Manager with special projects as assigned and other tasks deemed necessary to achieve overall goals and operate a successful program.

### Competencies

1. Passionate about the Habitat for Humanity mission and purpose.
2. Ability to function effectively with a minimum of daily direction and support.
3. Ability to solve problems and make decisions independently in a creative and effective manner.
4. Ability to read and process financial documentation.
5. Proficient in Microsoft Office Suite.
6. Maintain confidentiality of sensitive information.
7. Ability to take initiative, prioritize work, meet deadlines & be highly organized and flexible.
8. Ability to work on multiple projects at once in a fast-paced environment.
9. Functions in a team environment.
10. Excellent written and verbal communication.
11. Ability to work directly with people from diverse racial, ethnic, and socioeconomic backgrounds.
12. Ability to provide an outstanding customer experience and a passion for assisting people.
13. Knowledge of community resources or social services.

### Supervisory Responsibility

This position has no supervisory responsibility.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

### 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. While performing the duties of this job, the employee is regularly required to use hands, reach with hands/arms, listen, and communicate. The employee must be capable of lifting and/or moving up to 25 pounds on a necessary basis and will occasionally be required to stand and walk for extended periods of time consistent with a typical office environment.

### Position Type/Expected Hours of Work

This is a full-time, hourly position and the office hours of operation are Monday through Friday, 9 a.m. to 5 p.m. Some early mornings, evenings and weekends may be required.

### Travel

Travel, if any, is primarily local during business hours and mileage is reimbursed.



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### Required Education and Experience

High School diploma or equivalent.

One year experience in credit or housing counseling, loan underwriting, social work, case management or financial planning.

Bi-lingual; fluent in English and Spanish.

Must obtain and maintain annually Anti-Money Laundering certificate within first 90 days: training provided by Habitat.

Must obtain and maintain annually Safeguarding certificate within first 90 days: training provided by Habitat.

Must obtain and maintain HUD housing counseling certification within first 90 days; training paid for by Habitat.

Must exhibit strong fiscal responsibility; requires credit check.

### Preferred Education and Experience

Associates Degree or higher in Social Work or related field.

Public speaking and presentation skills.

### Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### Office Location:

Main location: 4116 Silver Star Rd. Orlando, FL 32808

Secondary location: 122 West Sproule Ave Unit 135, Kissimmee, FL 34741

### To Apply:

Please send resume and cover letter to [employment@habitorlandoosceola.org](mailto:employment@habitorlandoosceola.org)

All resumes will be reviewed upon receipt.

*Habitat for Humanity Greater Orlando & Osceola County, Inc. is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.*

2/27/2023

## POSITION DESCRIPTION

### Habitat Greater Orlando & Osceola County Core Values

WE... leads our core values as WE are a team operating together. WE are the foundation that the core values are built upon; these values do not apply to or represent just one of us -- they apply to all of us. Only as a team will we succeed.

#### Deliberate

- Planful – You look forward and work not only on what is in front of you, but also what is on the horizon.
- Measured – You pay attention to the little details that make a big difference.
- Levelheaded – You do things the right way, even when it's not the easy option.

#### Honorable

- Candid – You point out issues, along with possible solutions.
- Transparent – You own your mistakes and learn from them.
- Trustworthy – You do what you say you are going to do.

#### Nimble

- Empowered – You accept the independence and responsibility to excel.
- Creative – You integrate process improvements and innovations into project enrichment.
- Flexible – You welcome opportunities to broaden your skill set and gain new perspective.

#### Optimistic

- Positive – You embrace opportunities to positively elevate others.
- Fun – You work hard...but have fun doing it.
- Playful – You incorporate a spirit of adventure and playfulness into your work when appropriate.

#### Tenacious

- Diligent – You are mindful about the details and show care and enthusiasm for big and small projects alike.
- Dedicated – You champion perseverance in all that you do.
- Driven – You make sure that the job gets done even when there are obstacles or tight deadlines.