



## Director of Programs (Full Time) San Gabriel Valley Habitat for Humanity

To apply for this role, send your (1) resume and (2) cover letter to [career@sgvhabitat.org](mailto:career@sgvhabitat.org). We will not consider applications sent without the items outlined above. The role will be filled as soon as we find the right candidate.

### Job Overview

The Director of Programs is a member of the Senior Leadership Team, and exercises independent judgement in the development and implementation of SGV Habitat's services to the community. This includes leadership of one or more direct reports, setting department and affiliate goals in concert with the Senior Leadership Team and in support of the strategic plan, ensuring first-rate client support throughout their program partnership, troubleshooting and course correction when needed, and tracking, analyzing, and reporting department results to Senior Leadership and the Board of Directors.

### Your Team

The Director of Programs currently oversees a Homeowner Relations Manager, and one or more department coordinators.

### Reports To

Executive Director

### Your Responsibilities

#### Key Responsibility Area: Homebuyer Engagement

- Develop annual organization-wide engagement strategy that includes community-wide and targeted outreach in order to spread the word about available Habitat programs and solicits expressions of interest and sufficient volume of qualified applications to Habitat programs
- Design and implement a robust calendar of online events, information sessions, neighborhood education, and events featuring Habitat's program offerings.
- Offer open FAQ/office hours for potential applications and community organizations
- Serve as the main point of contact for external and community organizations
- Act as subject matter expert on Habitat's program offerings in responding to general inquiries

#### Key Responsibility Area: Intake

- Understand the selection requirements of each SGV Habitat program and align application cycles, processes, and approval to meet pipeline needs of each program
- Review the selection requirements, policy and process to assure they are effective, efficient, and in accordance with Federal, State, and local legal requirements; also ensure that policy and process is compliant with Habitat for Humanity International guidelines and stipulations
- Supervise the Homeowner Relations Manager to run application processes for Homeownership and Repair Programs: ensure that applicants meet requirements for financial eligibility, need, willingness to partner, and ability to pay

- Where applicable, conduct interviews in-person with applicants who meet financial criteria for each program

#### **Key Responsibility Area: Program Selection/Management**

- In coordination with the Homeowner Relations Manager, understand and set strategy for Homeownership and Repair programs through their lifecycle, including onboarding, communication, workshops and educational opportunities, savings programs, and sweat equity
- In conjunction with the Homeowner Relations Manager, run process to select Homebuyer Program applicants; present selected families to Board of Directors for approval
- Supervise the Homeowner Relations Manager to run onboarding, homebuyer education, and orientation for Homeownership Program and Repair Program participants
- Provide consistent and transparent communication to current families and homeowners to support their success; serve as second-level communication to families currently enrolled in order to resolve issues and enforce program guidelines

#### **Key Responsibility Area: Misc.**

- Supervise the maintenance of departmental documents, including appropriate maintenance of confidential information and data
- Review and update policies, procedures and future homeowner manuals
- Serve as liaison between Habitat staff, construction site supervisors, committee members, and families to communicate and collaborate on issues affecting families such as policy and procedure, construction, scheduling, finances, and sweat equity
- Serve as liaison with property management firms for homeowner's associations
- Maintain partnerships with other nonprofits to provide other outlets for additional services (e.g., education, job training, etc.) for future homeowners
- Capture metrics/data to track program milestones for future homeowner pipeline
- Other duties as assigned

#### **Additional Requirements**

Although the normal work schedule is Monday through Friday, 9am-6pm, applicants must be willing and able to work some evenings and/or weekends for events or client schedules. The position is based in our Monrovia office, but may require local day travel across our service area (map at our website).

#### **About Us**

Driven by the vision that everyone needs a decent place to live, "Ace" Cain and a group of committed volunteers founded our organization—San Gabriel Valley Habitat for Humanity—in 1990. We started by building a few homes in Pasadena in partnership with families in need. Today, we've grown into a volunteer and donor-powered movement that has helped nearly 900 people gain quality housing and self-sufficiency both locally and abroad.

Our service area consists of 31 communities including Northeast Los Angeles, Glendale, Pasadena and San Gabriel Valley. Families and individuals in need of a helping hand partner with us to build or improve a place they can call home. We welcome all to donate, volunteer, add a voice in support of affordable housing, or shop in our retail stores. Together, we can help families build quality homes and better lives for themselves and their families.

