

**SOLANO-NAPA HABITAT FOR HUMANITY**  
**Family Service Manager**  
**Job Description**

**Job Title:** Family Service Manager

**Purpose:** The Family Service Manager Chairs the SNHFFH Family Services Committee, and is responsible for leading the Partner Family outreach, screening, and selection process, executing relevant portions of the loan origination process, and for training and mentoring Partner Families.

**Time Commitment:** This is a Full-Time, non-exempt position, generally working from 9:00 a.m. to 5:30 p.m., Monday through Friday, with some work hours outside those regular business hours as necessary to hold committee meetings, perform outreach to community organizations, and to run Family Selection Orientation Meetings.

**Direct Supervisor:** Executive Director

**Duties and Responsibilities:**

1. Chair SNHFFH's Family Services Committee
2. Lead monthly Family Services Committee meetings and write reports for the Board on the Committee's activities.
3. Schedule and plan all aspects of Orientation Meetings during which potential Partner Families are provided with all the information they need to make an informed decision on whether they would like to be considered for one of SNHFFH's affordable home ownership opportunities.
4. Lead the Partner Family selection process from screening pre-applications for income eligibility, through family interviews, home visits, and presenting the Board of Directors with a slate of top candidates for consideration.
5. Recruit and manage volunteers on the Family Services Committee to ensure that SNHFFH's family services objectives are met while meeting the expectations of HFHI for doing that properly and ensuring that the family selection and loan origination process complies with all relevant regulations.
6. Work with the Volunteer Coordinator and Construction Manager to ensure that Partner Families are fully informed about build schedules and opportunities to contribute Sweat Equity towards the building of their house.
7. Monitoring and recording Sweat Equity hours.
8. Conducting and coordinating training classes for Partner Families as part of their Sweat Equity obligations.
9. Guiding Partner Families through the closing process.
10. Mentoring Partner Families on the responsibilities of homeownership.
11. Continuing to support and nurture Partner Families during the first six months of homeownership.
12. Monitor the appearance of our Partner Family's homes and take appropriate action when the appearance of the homes violates the conditions of the recorded deed restrictions.
13. Interact with low-income families interested in SNHFFH's affordable housing homeownership opportunity and those who already own a SNHFFH house.
14. Communicating with third-party organizations that also serve SNHFFH's Partner Families.

15. Interact with Board Members, Committee Members, clergy, attorneys, local county tax officials, and insurance agencies.
16. Assist in SNHFH's annual budgeting process.
17. And other tasks as deemed necessary by the Executive Director.

**Working Conditions:**

Non-hazardous office environment with minimal noise. Local travel.

**Work Experience Required:** 3 Years in human services or related field, and experience working for or with a nonprofit and/or experience working in the real estate market is preferred.

**Education and Training:** A Bachelor's degree in a social science, psychology or sociology, or related field, preferred. An Associate's degree in a different field but with a strong background in human services or mortgage lending is also acceptable. Must possess excellent customer service skills and a demonstrated ability to treat others with respect and dignity. Should be a Qualified Loan Originator or willing to train to become one, as the family selection process is integral to the loan origination process. Must have strong people skills and the ability to effectively inform candidate households about the requirements for partnering with SNHFH on homeownership. Must be able to work collaboratively with co-workers in a dynamic office work environment. Good communication skills including a polite manner on the telephone and the ability to prepare informative monthly reports for the board of directors and to document significant communications with Partner Families. Intermediate skills on the use of the Microsoft Office 365 suite of applications and the ability to learn KeyStone, SNHFH's database and mortgage tracking software.

**Equal Opportunity Employer**

SNHFH provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran, in accordance with applicable federal, state and local laws. SNHFH complies with all applicable state and local laws governing non-discrimination in employment. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.