

About Habitat for Humanity of Wake County

Habitat for Humanity of Wake County (HFHCW) changes lives by bringing together God's people and resources to help families in need build and own quality affordable homes in safe and supportive communities. Since 1985, HFHCW has partnered with homebuyers, donors, and volunteers to build more than 750 safe, affordable, energy-efficient homes in all parts of Wake and Johnston counties.

Position Overview

As a member of the senior management team, the **Program Director - Homeowner Services** will provide leadership and direction for all operations of Habitat for Humanity of Wake County (HFHCW) Homeownership Programs including program outreach and selection, home buyer education, and portfolio management. The **Program Director - Homeowner Services** will also collaborate with other Habitat staff members, the Homeowner Services Committee, and community organizations.

The responsibilities of the **Program Director - Homeowner Services** include, but are not limited to:

- Manage Homeownership Program staff to meet the affiliate strategic & annual goals for the department;
- Manage all aspects of the Homeownership Program department, from recruitment of families through the closing process, as related to HFHCW's homeownership and home improvement programs;
- Ensure HFHCW's sweat equity requirements are met in a timely manner;
- Provide direction for the design and implementation of HFHCW's Homeowner Education Program;
- Manage the collection and sharing of data and stories as needed for evaluation, reporting, resource development, advocacy, and communication;
- Ensure Homeownership Program reporting meets the needs of the affiliate and HFHI;
- Ensure established and new Homeowner Associations in HFHCW communities are offered the support they need to be effective;
- Serve as the staff liaison for all Family Service Committees;
- Create and oversee the annual Homeownership Program operational budget;
- Cultivate relationships with local housing providers and community-based organizations to advance the goals of the Homeownership Program;
- Create and oversee the implementation of annual outreach plans to potential buyers and home improvement clients;
- Oversee the engagement of existing partner families in support the ongoing work of HFHCW;
- Collaboratively explore opportunities to develop new programs and services that advance the HFHCW mission;
- Oversee the implementation and facilitation of comprehensive, consistent, and culturally appropriate first-time homebuyer education program;

- Develop and manage comprehensive, consistent, and culturally appropriate post-purchase support and education program for current Habitat homeowners; to ensure long term success of homeowners.
- Assist with management and homeowner education for HFHWC-managed Homeowner's Associations in order to ensure a successful transition to homeowner-run communities.
- Manage the collection of qualitative and quantitative homeowner data to evaluate success and impact of program through regular pre- and post- homeownership surveys.
- Manage the Home Preservation project process, from identifying projects in neighborhood revitalization communities, to helping residents navigate the application and funding process for the home preservation process, working with construction and development to secure funding streams for home preservation projects.
- Perform other duties as may be assigned.

Minimum Education and Experience Requirements

- Bachelor's degree from an accredited college or university
- Minimum 7-10 years of experience in affordable housing, community development, mortgage lending, or financial literacy. Prefer 3+ of those years in a supervisory role.
- Knowledge of mortgage lending, mortgage origination process, and fair housing regulations required
- Experience working in a non-profit is a plus

Knowledge, Skills and Abilities Required:

- A strong belief in the organization's mission and vision
- Proficient with Microsoft suite of products
- Detail-oriented, with strong planning skills
- Excellent organization skills with an ability to prioritize and manage multiple tasks and a variety of demands
- Strong self-motivation and the ability to work as a team member
- Skilled in motivating and developing individuals and teams
- Demonstrated ability to work effectively with people of diverse backgrounds and promote a positive working environment, spirit of cooperation and positive reactions to change and conflict resolution
- Excellent interpersonal, communication and presentation skills, both written and oral, which transcends diverse audiences
- Be willing to speak publicly on behalf of the organization to various groups



Habitat for Humanity®

of Wake County

Serving Wake and Johnston Counties

Application Process:

To apply, please send a cover letter, resume with salary history, and references to Cheryl.gould@habitatwake.org and hr@habitatwake.org. Incomplete submissions will not be considered. No phone calls please.

Habitat for Humanity of Wake County is a drug free workplace, participates in E-Verify, conducts pre-employment screenings, and is an Equal Opportunity Employer.

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

Together, We Build.

www.HabitatWake.org