

## **POSITION DESCRIPTION**

# **VOLUNTEER & PROGRAM MANAGER**

**Position:** Volunteer & Program Manager

**Reports To:** Executive Director

**Status:** Full-Time, 40 hours per week, Exempt

### **Summary**

The Volunteer & Program Manager (VPM) will manage Habitat for Humanity of Central Lane's Homeownership Program, Home Repair Program, and coordination of volunteers. This position will be responsible for managing homeowner services procedures for recruitment, processing, selection, and support of all program participants. The VPM will plan celebrations and events, including groundbreakings, home dedications, volunteer appreciation events, and will support fundraising events through volunteer coordination. This position will be responsible for ensuring that selection activities conform to various state and federal lending and fair housing laws. This position will also serve as the primary liaison for the Homebuyer Selection and Homeowner Support Committees. Additionally, this position will recruit, orient, and schedule individual and group volunteers and maintain the volunteer database.

### **Duties and Responsibilities**

#### **1. Recruitment of Program Participants**

- Through collaboration with various committees, the VPM will develop and maintain a non-discriminatory recruitment and selection process for the Homeownership Program and the Home Repair Program.
- Respond to program inquiries in a timely manner and maintain a record of interested applicants.
- Schedule and manage informational orientation sessions during open applications periods.
- Acquire knowledge about and competency in state and federal lending and mortgage laws, including the completion of coursework regarding mortgage origination, lending laws, and fair housing regulations.
- Assist in training Homebuyer Selection Committee (HBSC) members on home interviews, financial reviews, fair housing laws, and other mortgage origination policies.
- Assist in setting appropriate timelines for selection, maintain applicant files, and notify applicants of their status in a timely manner, in compliance with lending regulations.

#### **2. Homeowner Services and Support**

- In conjunction with the Homeowner Support Committee (HOSC), the VPM will manage the onboarding and support of homebuyers and ensure that current homeowner services practices are consistent with the organization's policies, also ensuring these are updated to reflect new legal issues or homebuyer needs.
- Keep program participants informed of upcoming classes, events, and "sweat equity" opportunities.
- Coordinate educational presenters to share knowledge with homebuyers during monthly meetings.
- Track "sweat equity" hours and complete monthly reports to track progress.
- Maintain communication with homebuyers, advocates, and keep a record of any specific issues.
- Coordinate and prepare house groundbreakings and dedications.
- Develop and execute post-purchase support opportunities for existing Habitat homeowners.

#### **3. Volunteer Management**

- Prepare and execute volunteer recruitment, retention, and appreciation programs.
- Maintain volunteer calendar and communicate with construction crews about volunteers.
- Maintain volunteer database and complete quarterly metrics reports on volunteer hours, shifts, etc.
- Evaluate and make recommendations for changes in volunteer coordination process, where appropriate.

#### **4. Other Duties**

- Assist with sponsorship and donor cultivation processes.
- Support affiliate events, including fundraising and community outreach events.

#### **Qualifications and Requirements**

- Bachelor's degree, or equivalent experience and training, in human services, non-profit management, or similar field.
- Experience in volunteer management and working with volunteers.
- Proficiency with computer functions and software such as MS Word, Excel, Access, PowerPoint, Outlook, or similar software.
- Must pass a sexual offender registry check and criminal background check.
- Reliable transportation and valid driver's license.

#### **Knowledge, Skills, and Abilities**

- Demonstrate strong verbal and written communication skills.
- Spanish language skills preferred.
- Actively demonstrate Habitat's core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, valuing, and welcoming of cultural differences regardless of age, disability, gender, gender identity, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran status, nationality, language, origin, or employment status).
- Ability to maintain the guidelines and procedures of Habitat while showing understanding and compassion for program participants and volunteers.
- Ability to organize and maintain informational systems.
- Ability to learn volunteer management systems, tracking, and communications (e.g. Volunteer Matrix and Constant Contact).
- Ability to work independently and as a team member.
- Ability to pass the on-line training through the ABA classes in mortgage origination and procedures.

#### **Responsibility and Supervision**

Performs duties under general supervision of the Executive Director. Uses judgment in making choices and taking action on various tasks guided by agency policies and procedures. Independent judgment may be required in making decisions pertaining to the health and safety of volunteers, staff, and the protection of the facilities. Errors are normally confined to the program components. There is some agency exposure to financial liability as a result of errors.

#### **Personal Work Relationship**

Position requires contact with volunteers, staff, board members, organizations and groups, churches, and community members.

#### **Working Conditions/Work Environment**

Work full-time, day shifts with periodic evening meetings, and frequent weekend activities and events.

#### **Equal Employment Opportunity**

Habitat for Humanity of Central Lane embraces diversity. We encourage and welcome women, minority, veterans, and disabled candidates.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, or national origin.