



**JOB TITLE: Home Preservation Program Manager**

**REPORTS TO: Director of Home Preservation**

Habitat for Humanity of Greater Los Angeles (Habitat LA) is seeking a qualified candidate to be responsible for direct delivery of the Home Preservation Program as led by the Director of Home Preservation. This position's responsibilities include community outreach, application processing, homeowner case management, and co-supervision of AmeriCorps volunteer, interns and office volunteers.

The Home Preservation Program Manager works to identify and case manage Habitat LA partner households as well as provide guidance, training, and resources to program clientele from start to finish of their partnership with Habitat LA. This staff member will also maintain a regular presence in Habitat LA communities to deliver Habitat LA program information and recruit households to apply to all Habitat LA programs.

The Home Preservation Manager ensures that Habitat LA partner households are served in a manner true to the values of the organization, are fully integrated into the community, properties are repaired with the highest standards, and the organizations' reputation as a quality home preservation organization is maintained.

Habitat for Humanity of Greater Los Angeles has been an active affiliate of Habitat for Humanity International for more than 20 years. By providing affordable housing, home repairs, skilled construction training, financial education, and volunteer opportunities the organization has transformed millions of lives, helped stabilize communities and fostered economic vitality in the region. On average, the affiliate builds and renovates 100 homes in the Los Angeles region, ranking it among the largest affiliates nationwide.

#### **SUMMARY OF ESSENTIAL FUNCTIONS**

- Assist in the implementation of services that meet the need of low income and underserved households
- Process program applications and qualify eligible households to meet Habitat LA program goals
- Maintain a healthy pipeline of program applicants for all Habitat LA programs
- Ensure partner households comply with all necessary criteria of eligibility
- Oversee partner household hard and digital file management system
- Implement outreach and marketing strategies to identify and secure qualified program participants.
- Works with the Programs team to develop marketing and advertising components.
- Inform target communities of available program services through information sessions, outreach tables/events, canvassing, etc.
- Collaborate with other service providers in the affiliate's service area
- Develop referral sources by building relationships with service agencies/organizations, local government officials, professional peers, etc.
- Manage and facilitate regular contact with partner clientele.
- Engage partner households before, during and after the delivery of home repair services to provide effective case management

Visit us at: [www.habitatla.org](http://www.habitatla.org)

Employment is contingent upon completion of a satisfactory background check.

*\*Habitat for Humanity of Greater Los Angeles is an Equal Employment Opportunity employer. Applicants are considered without discrimination with regard to race, color, religion, sex, national origin, age, disability or other protected status.*

- Continually interface with Construction staff to successfully deliver assistance to partner homeowners.
- Track, monitor and assess clientele progress throughout program participation
- Work with clientele to resolve issues during their participation.
- Ensure all clientele successfully complete their program requirements.
- Assist partner clientele with post-participation issues: delinquency, home construction, repairs, education, health, and family wellness.
- Manage Homeowner service call requests and work with construction staff to ensure timely responses.
- Establish and maintain collaborative working relationships with local social service agencies and providers.
- Maintain community resource database for referrals to partner clientele.
- In conjunction with Director, supervise AmeriCorps Member, interns and program/office volunteers
- Attend/Participate in affiliate, department and team meetings
- Maintain accurate records with respect to AmeriCorps time sheets and travel and supply expenses.

#### **SUMMARY OF JOB QUALIFICATIONS**

- One to three years of experience in program development; affordable housing and/or home repair services
- Knowledge of low income housing programs, state, county and federal program requirements
- Acquire and maintain NeighborWorks Homebuyer Education Training the Trainer Certification and recertify when needed
- Ability to review and evaluate household income/asset information, financing contracts/notes, deeds, and regulatory agreements
- Ability to manage highly sensitive information and maintain confidentiality when appropriate
- Ability to effectively collaborate
- Excellent written and interpersonal communication skills
- Competent technology skills, including proficiency with using Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Ability to work effectively with people of diverse personalities, cultures and communication styles
- High ethical standards and values
- Ability to travel to field locations
- Ability to work early or late hours and weekends as required
- Valid driver's license, reliable vehicle, and valid auto insurance
- Bi-Lingual (English and Spanish) not required but preferred

This is full-time position. Work schedule is Monday through Friday, 9:00am-6:00pm with some evening and weekends. Position requires local travel in the normal course of performing job duties with mileage reimbursement. Must have access to reliable transportation to perform job duties, valid driver's license and meet the state required amount of personal automobile liability insurance.

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A Habitat for Humanity   
Affiliate of Distinction  
2015-2017

**BENEFITS AND COMPENSATION:** We offer a full benefits package: medical, dental, and vision coverage; life and AD&D insurance; vacation and sick leave; holidays; flexible spending accounts; and 401(K) retirement plan and employee discount in our ReStores. ***Compensation: DOE***

**TO APPLY (NO CALLS OR WALK-INS PLEASE):**

If you'd like to join our team, please send a cover letter, resume and salary requirements to:

**EMAIL:** [HR@habitatla.org](mailto:HR@habitatla.org) (Preferred)

**MAIL:** 8739 Artesia Blvd., Bellflower, CA 90706 – Attn: HR



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