

Position Title: Family Service Manager
Reports To: Director of Operations & Communications
Hours: Full-Time; Some evening and weekend work required

Position Overview:

The Family Services Manager is the main point of contact for existing Habitat for Humanity Greater Ottawa homeowners. They lead and oversee the homeownership recruitment process which involves assisting interested families with the applications process and working with the volunteer Family Selection and Family Partnering Committees. The position also involves community outreach to build relevant partnerships, the delivery of homeownership Information Sessions to solicit program engagement, and supporting the capacity and growth of the organization as Habitat Greater Ottawa continues to increase the number of homes it builds in the local community.

The Family Services Manager liaises with current Habitat Greater Ottawa homeowners to address mortgage related inquiries, and support families with the transition from renting to homeownership. The role liaises with Habitat Greater Ottawa's build team to ensure current family home deficiencies are addressed and recruitment and homeowner move-ins are coordinated in alignment with build timelines.

Key Responsibilities:

Outreach

- Coordinate Habitat Greater Ottawa's homeownership recruitment and selection process
- Develop and deliver relevant communications materials on Habitat Greater Ottawa's homeownership program and upcoming build developments, including hosting Information Sessions for interested families
- Conduct outreach to community groups, touch points and families on waiting lists
- Work with existing homeowners to resolve issues related to ongoing homeownership needs
- Work with Chairs of the Family Selection and Family Partnering Committees and support meeting agendas and outcomes

Family Applications & Selection

- Provide guidance and expertise to the Family Selection Committee
- Assist Family Selection Committee in updating application forms, evaluation criteria, policies and procedures
- Oversee and launch annual Homeownership Recruitment Campaign(s)
- Respond to general inquiries and support interested families to complete their applications and submit their supporting documents
- Perform initial screening of all applications for completeness
- Assist Family Selection Committee in determining if families qualify for the Habitat Greater Ottawa homeownership program
- Provide guidance and expertise to the Family Approvals Committee to support final approval of all Habitat Greater Ottawa homeowners
- Maintain a record of interested families for future Habitat Greater Ottawa Information Sessions and recruitment outreach

Family Partnering

- Provide guidance and expertise to the Family Partnering Committee
- Assist Family Partnering Committee in updating policies and procedures
- Track future and current homeowners and assure all paperwork and files are accurately maintained and managed
- Support outreach to future homeowners to welcome them into Habitat Greater Ottawa's homeownership program
- Deliver Homeownership Training Sessions to all future homeowners
- Support Habitat staff with Key Ceremony and Groundbreaking Ceremony deliverables and support involvement of homeowners
- Assist future homeowners with the move-in and transition from renting to home ownership and liaise with legal advisors to finalize all homeownership documents and paperwork

- Ensure future homeowners are completing their 500 Volunteer Hours in a timely fashion

Post-Occupancy

- Collect annual income information and work with finance department on mortgage administration
- Work to ensure that outstanding house deficiencies, inquiries, mortgage delinquencies and all other inquiries are logged and dealt with in a timely manner
- Follow up with families who miss mortgage payments or need special considerations
- Ensure that a yearly Household Review and Annual Income Assessment is completed for all homeowners
- Liaise with the City of Ottawa and other partners and complete regular reporting as required
- Maintain and update all homeowner records and documents, and store files in a secure manner

Skills

- Bachelor degree or college diploma related to Social Work, Real Estate, Law or other relevant fields
- Minimum of 5-years work experience in a non-profit, housing or social services field
- Computer literacy with working knowledge of standard office computer programs (MS Office Suite; Excel; Power Point etc.)
- Must have a reliable vehicle and valid drivers license
- Ability to work a flexible schedule as some evening and weekend work is required
- Exceptional interpersonal and communication skills
- Excellent organizational and time management skills to handle multiple time sensitive tasks
- Knowledge and respect of diverse religions and cultures
- Comfortable with public speaking
- Must be able to work independently as a part of a high-powered team
- Believe in the Mission, Vision and Values of Habitat Greater Ottawa
- Experience working with volunteers and committee experience would be an asset
- Accounting experience would be an asset
- Bilingual (English and French) essential; speaking abilities in other languages would be an asset

Please **apply by June 21st with a cover letter and [resume to hr@habitatgo.com](mailto:hr@habitatgo.com)**. Please note this posting is for a **one-year full-time contract** with an opportunity to renew on a permanent basis at the end of the contract term. The salary range is \$50,000 to \$60,000 per annum commensurate with experience.

Please visit <https://habitatgo.com> for more information on our program.