



Job Description

Position Title: **Director of Family Services**

Team: Programs

Supervisor Title: Sr Dir Programs

FLSA Status: Exempt

Date: 4/15/21

Non-Exempt

General Position Summary:

The Director of Family Services will provide overall leadership and guidance to the Family Services Department in accordance with Greater Des Moines Habitat for Humanity (GDM Habitat) Affiliate policies and procedures along with federal, state, and local laws and regulations. This work includes the oversight of the Homeownership Program, the Financial Foundation for Success Program, and the organization's other housing counseling services. The Director of Family Services leadership role requires excellent communication skills to facilitate the connection of program participants, staff, and GDM Habitat partners.

Core Responsibilities:

1. Leadership and Management

- Provide effective leadership and stewardship of GDM Habitat's Family Services Department by understanding and managing all aspects of the Family Services Department.
- Direct all work from strategic planning to day-to-day activities for the Family Services Department--leading, managing, and delegating as appropriate.
- Identify, evaluate, address, and overcome operational challenges within Family Services.
- Fully engage as a member of the Programs Leadership Team.

2. Compliance

- Ensure all areas of Family Services comply with relevant federal, state and local laws and regulations.
- Ensure mortgage regulation compliance as it relates from family selection to home sales.
- Ensure HUD regulation compliance as it relates to housing counseling and education services.

3. Program Performance

- Ensure GDM Habitat is providing all program participants a meaningful and positive experience and developing knowledge and skills to reach housing and financial goals.
- Work collaboratively with the Family Services Team on continuous improvement and ongoing development of programs and services.
- Provide proper forecasting to ensure that the number of families accepted into the programs coincide with our ability to provide solutions and services while being

sensitive to the duration of time spent in the programs.

4. Communication and Collaboration

- Serve as a key leader for the messaging of program participant success stories as it relates to the overall mission of GDM Habitat, working closely with our Development, Marketing and Volunteer Engagement Department to facilitate compelling messaging to our partners, donors, and other stakeholders.
- Coordinate with other departments and leaders in the organization to help facilitate affiliate goals and objectives including the home construction and closing processes and the grant writing and reporting processes.

5. Mission Orientation

- Maintain professionalism congruent with the mission of GDM Habitat.
- Advocate for the participants of GDM Habitat's programs.
- Represent and act on the mission and values of the organization.

Requirements:

- A bachelor's degree in adult learning, business, communications, human services, social work, or related field along with 3-5 years of experience preferred working in a nonprofit organization at a supervisory level.
- Demonstrates the ability to lead others effectively. Listening, guiding, collaborating, and coaching in a manner that unifies and builds a healthy workplace and organization.
- Ability to work with diverse populations and work with large and small groups.
- Demonstrated ability to deliver results in a growth environment.
- Experience managing budgets and driving efficiency improvements to steward resources well.
- Demonstrates an ability to receive and follow instruction and work as a member of a team.
- Demonstrates the ability to use commonly used concepts, practices, and procedures within the field.
- Convey clear, concise information to others, using verbal or other appropriate communication techniques in a clear, professional manner.
- Analytic and decisive decision maker with the ability to prioritize and communicate key objectives and tactics necessary to achieve organizational goals based on data and analysis.
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent public speaking skills.
- Passion, humility, integrity, positive attitude, mission-driven, and self-directed.
- Complete formal training plan and assignments, as required.
- Treat others in a nondiscriminatory, lawful and ethical manner, respecting the differences among people, and the value they bring to GDM Habitat.
- Follow safe practices in all work activities to avoid injuries and accidents.

Job Competencies

Demonstrate commitment to Greater Des Moines Habitat for Humanity's Vision, Mission and Core Values:

Vision: A world where everyone has a decent place to live.

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

Values:

1. Build Solutions
2. Build a Safety Mindset
3. Build Faith and Family
4. Build as Stewards
5. Build with Heart

Normal Work Environment (Check best description):

Office

Outdoors

Retail

Continuous (67-100% of workday)

Frequent (34-66% of workday)

Occasional (1-33% of workday)

Physical Requirements:

Continuously = 67-100% of workday

Frequently = 34-66% of workday

Occasional = 1-33% of Workday

(Indicate C, F, or O in front of each below)

C Sitting

O Standing

O Bending

O Twisting

O Stooping

O Reaching above Shoulder

O Kneeling

O Reaching below Shoulder

O Crawling

O Working at Low Position

O Climbing Stairs

O Pushing/Pulling

O Climbing Ladders

O Working on Elevated Surfaces

O Driving

O Walking

O Working on uneven surfaces

Weight Lifting/Carrying:

Sedentary (0-10 lbs.)

Light (11-25 lbs.)

Medium (26-50 lbs.)

Heavy (51-74 lbs.)

Very Heavy (75-100 lbs.)

Dexterity:

Eye/Hand Coordination

Feet (foot pedals)

Fingering (picking, pinching, etc.)

Handling (holding, grasping, etc.)

Wrist Motion (repetitive flexion/rotation)

Hearing: Yes No

If yes, explain the reason hearing is necessary:

Hearing is necessary to perform the job as the ability to communicate verbally is essential to training and coordination with internal and external customers.

Visual Acuity Distance: (Example - clarity of vision at 20 inches or less):

Clarity of vision at 24 inches or less necessary to view computer monitor and read reports.

Equipment/Supplies/Tools

- Computer and Accessories
- Printer/Copier/Scanner/Fax
- Telephone
- General Office Supplies