



Job Description

Position Title: Rock the Block® Family Intake Coordinator

Team: Rock the Block®

Supervisor Title: Director, Construction Services FLSA Status: Exempt

Date: 04/2021 Non-Exempt/

General Position Summary:

The Rock the Block® Family Intake Coordinator assists residents living in targeted neighborhoods resolve their urgent housing needs by connecting them with appropriate programs offered through GDM Habitat and other housing resource providers. This position works closely with the residents throughout the application and qualification process, whether they are eligible for services from GDM Habitat and/or other service providers.

The Rock the Block® Family Intake Coordinator refers low-income residents throughout Polk County to housing assistance providers that may meet their needs. This role collaborates closely with the City of Des Moines, Polk County Public Works and other housing assistance providers to develop collaborative approach to resolving urgent housing needs effectively and efficiently for low-income homeowners.

The Rock the Block® Family Intake Coordinator will also aid in providing similar support services for qualifying residents in Dallas and Jasper Counties, working closely with outlying counties Outreach Director.

Core Responsibilities:

Regular and predictable attendance is required function of this position.

- Complete all necessary paperwork with families, including applications, homeowner agreements, liens, bio information and any other necessary paperwork in order to serve the family

- Schedule home assessments for Rock the Block® Construction Superintendent and team members
- Coordinate outreach to residents in targeted neighborhoods to secure qualified applicants for Rock the Block® services which may include meeting with residents at their home and occasionally participating in assessments to fully assess their housing needs
- Connect residents to Rock the Block® and other housing services that best meet their needs
- Work closely with Rock the Block® Construction Superintendent to communicate with residents about scheduled work dates and follow up
- Partner with GDM Habitat Development and Marketing to prepare necessary flyers for upcoming targeted neighborhood events
- Maintain Rock the Block® database (or similar) with accurate information as it pertains to families and projects including contacts, project status and all other relative fields
- Attend neighborhood association meetings in the targeted neighborhoods where Habitat is offering Rock the Block® services and communicate regularly with neighborhood leaders as Habitat's representative
- Assist Director of Construction Services with tracking, evaluation and reporting of progress toward Rock the Block® goals (budgetary, projects completed, # families served, etc.) to GDM Habitat Leadership and funders
- Assist New Home Construction and Rock the Block® field teams during events or other high peak times which may include leading volunteers on projects

Day-to-day responsibilities:

- Community outreach in support of upcoming events throughout the year
- Answer phone calls and emails in a timely manner
- Send out homeowner applications
- Process homeowner applications
- Prepare homeowner agreements and liens
- Schedule home assessments
- Maintain Rock the Block® database
- Lead one or more AmeriCorps members in daily processing of family requests
- Other duties as assigned

Cooperates Closely With:

- Rock the Block® team, Development, Family Services and Volunteer Services.

Time Requirements:

- Flexible schedule, typically Monday-Friday from 7:30 a.m. – 4:30 p.m., weekend and evening work sometimes required

Requirements:

Describes the minimum education and experience, certifications, licenses, physical demands, working conditions and skill sets needed to perform the job

- Commitment to Habitat for Humanity ideals and philosophy and willingly promote it
- Strong communication and interpersonal skills
- Work effectively with GDM Habitat staff, volunteers, partner families and community at large

- Self-starter and ability to work independently without supervision, while functioning effectively in a team environment
- Team player with ability to engage people of wide variety of faiths and backgrounds.
- Able and willing to work a flexible schedule that will include some evenings and weekends, including multi-day Rock the Block® neighborhood revitalization events
- College degree in business, construction management, community development, social work, or another relevant field
- Residential construction and/or remodeling experience a plus
- Previous project management experience with proven track record of success preferred
- Customer service oriented, with strong written and oral communication skills
- Current Iowa Driver's License and means of reliable transportation to conduct outreach, perform assessments, attend neighborhood meetings and other work-related duties
- Detail oriented; proficient or able to become proficient in the use of current and newly acquired office equipment and various kinds of software and programs including but not limited to email, MS Word, Excel, PowerPoint, Access, Gmail, phone systems and copiers
- Able to climb ladders and lift at least 25 pounds in order to assist with needs assessments and basic home repairs
- Previous Habitat for Humanity, community development or nonprofit experience a plus
- Demonstrates the ability to use commonly used concepts, practices and procedures within the field.
- Must meet or exceed the ability to demonstrate the 5 core and common competencies outlined below.
- Convey clear, concise information to others, using verbal or other appropriate communication techniques.
- 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 GDMHFH.
- Follow safe practices in all work activities to avoid injuries and accidents.

Job Competencies

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

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

X

Outdoors

X

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

- | | |
|-------------------------------------|---------------------------------------|
| <u>F</u> Sitting | <u>F</u> Standing |
| <u>F</u> Bending | <u>F</u> Twisting |
| <u>F</u> Stooping | <u>F</u> Reaching above Shoulder |
| <u>O</u> Kneeling | <u>F</u> Reaching below Shoulder |
| <u>O</u> Crawling | <u>O</u> Working at Low Position |
| <u>F</u> Climbing Stairs | <u>F</u> Pushing/Pulling |
| <u>F</u> Climbing Ladders | <u>O</u> Working on Elevated Surfaces |
| <u>F</u> Driving | <u>F</u> Walking |
| <u>F</u> Working on uneven surfaces | |

Weight Lifting/Carrying:

- F Sedentary (0-10 lbs.)
F Light (11-25 lbs.)
F Medium (26-50 lbs.)
O Heavy (51-74 lbs.)
O Very Heavy (75-100 lbs.)

Dexterity:

- F Eye/Hand Coordination
F Feet (foot pedals)
F Fingering (picking, pinching, etc.)
F Handling (holding, grasping, etc.)
F Wrist Motion (repetitive flexion/rotation)

Hearing: X 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 sufficient to view computer monitor and read reports, drive and perform visual inspections of properties.

Equipment/Supplies/Tools

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

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