



JOB TITLE: Homeownership Program Coordinator
EMPLOYER: ReBUILD Metro, Inc.
DEPARTMENT: Planning and Community Engagement
REPORTS TO: Director of Planning and Community Engagement

SUMMARY: ReBUILD Metro envisions inclusive and equitable communities where families can afford access to high quality housing that drives generation wealth. The Homeownership Program Coordinator is responsible for overseeing and implementation of two ReBUILD Metro programs that work with underserved homebuyers and homeowners in East Baltimore.

- ReBUILD’s Path to Own program offers underserved Baltimore home-seekers a springboard to affordable homeownership, housing stability, and financial empowerment. Path to Own offers aspiring homeowners the education and resources they need to overcome barriers and to buy their first home, extending the opportunity of homeownership to people who may not have thought it possible.
- ReBUILD’s Legacy Homeowner Repair Program ensures that, as we rebuild abandoned homes in Johnston Square, local legacy homeowners also have resources to make long-deferred home repairs. Participating homeowners receive substantial funding to fix damages, hazards, and outdated features within their homes.

DUTIES AND RESPONSIBILITIES:

- Develops referral sources by building relationships and partnerships with housing counselors, lenders, and credit repair counseling services.
- Creates data collection process with partner organizations and maintains internal database to track program participants and their achievement of milestones.
- Coordinates monthly engagement sessions (including homebuyer education workshops) and participates in neighborhood community outreach (i.e., presentations, fairs, etc.,) to connect directly with prospective participants within and outside of normal business hours, to include weekends and evenings.
- Provides support to homebuyers and homeowners in accessing and utilizing available homeownership funds and resources (e.g., down-payment assistance, mortgage programs, homeowner repair funds, etc.)
- Develops and implements processes and mechanisms to gather information and feedback from participants to incorporate into program design.
- Identifies and implements processes by which to build mutual support networks among and between program participants.
- Serves as the single point of contact for program participants and provides any necessary support and follow-up to ensure they are receiving available services and resources.
- Develops processes for intaking new program participants and surveying them to gather demographic data and identify their needs from the program they seek to join.

- Documents outcomes of homebuyers/homeowners and seek their participation in written or visual testimonials to present to ReBUILD stakeholders.
- Maintains ongoing communication with successful participants to ensure that they continue to have the resources they need for long term success.
- Works closely with the Director of Planning and Community Engagement to identify priorities, schedules, and funding sources to implement programs.
- Assists in solicitation of repair program contractors and provides project management support and oversight for third party contracts.
- Leads monthly internal meetings to ensure cross departmental coordination and to provide progress updates on homeownership programs.
- Reviews and complies with the terms and requirements of contracts and grant agreements and assists with required quarterly and annual reporting to various funders.

SUPERVISORY RESPONSIBILITIES:

- This job does not have supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's Degree (BA/BS) in Business Management, General Studies, or related field.
- Four-five years' experience in a community development environment with a strong understanding and/or experience with the home purchase process. Experience in a community reinvestment or social services environment desirable.
- Exceptional interpersonal and customer service skills required to work efficiently and effectively with potential homebuyers, community partners, contractors, and homebuyer education professionals.
- Excellent written and verbal communication skills, with the ability to organize priorities, pay strict attention to details and manage multiple tasks.
- Ability to understand and follow written and verbal instructions.
- Highly proficient in Excel, Word, Access, and Outlook, as well as other related software is required. Experience with Data Collection software is a plus.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand.
- Occasionally required to walk.
- Frequently required to sit.
- Frequently required to utilize hand and finger dexterity.
- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and /or move more than 10 pounds.
- Additional remarks regarding work environment: This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.

SALARY & BENEFITS:

ReBuild Metro provides a comprehensive benefits package including Medical, Dental, Vision, Life Insurance, 401(k) with company match, eleven (11) paid holidays and Paid Time Off (PTO).

HOW TO APPLY:

Submit resume and cover letter to: recruitment@rebuildmetro.com