

JOB DESCRIPTION
Family Selection & Volunteer Engagement Coordinator
Habitat for Humanity of Boone County (IN)

Reports to: Executive Director

About the role: The Family Services and Volunteer Coordinator plays a critical role in advancing the mission of Habitat for Humanity of Boone County by supporting partner families through the homeownership process and managing the volunteer program to ensure engaging, fulfilling volunteer experiences.

This position will manage the Habitat for Humanity of Boone County's (HFHBC) Family Selection procedures for the recruitment, processing, mentoring and selection of homeowner families, coordinate the sale of homes, and provide direction for the program designed to support families after they have been accepted. The position coordinates the work of the Family Selection committee while working to assist and nurture homeowners. Finally, the position coordinates and manages volunteer recruitment, engagement, and retention processes to ensure positive volunteer experiences while effectively communicating our mission.

Employee Status: Hourly non-exempt for 20 hours per week. May require some weekends and evenings.

Responsibilities:

1. Family Selection

- Own the Family Selection policy - review, update (as appropriate) and align with current practices to ensure ongoing compliance.
- Manage the Family Selection recruitment process.
- Coordinate monthly homeowner orientation classes.
- Review and qualify homeowner applications and send appropriate acknowledgements.
- Manage applicants with assigned budget coaches and mentors.
- Monitor appropriate timelines for the Family Selection committee, and notify families of their status as required.
- Track homeowners' ongoing sweat equity and send bi-annual reminders.
- Communicate with the Family Selection committee, applicants and partner families abreast of upcoming classes, events, and sweat equity opportunities.
- Maintain applicant records, including documentation on specific budget issues.
- Obtain and retain Qualified Loan Originator (QLO) certification for HFHBC.
- Provide staff support for the Family Selection committee, including scheduling, coordinating and facilitating committee meetings.
- Work with mentors and homeowners to prepare and coordinate house dedications.

2. Volunteer Engagement Coordinator

- Develop and maintain a volunteer recruitment and retention process to effectively communicate the Habitat mission.

- Manage donor software and set up event pages for volunteer opportunities – all build days and ReStore volunteer slots.
- Manage an effective engagement program to develop and maintain strong relationships.
- Implement processes, programs and tactics to ensure positive volunteer experiences
- Coordinate effective communication and alignment with volunteers, pre and post events.
- Ensure sufficient experienced core volunteer team members are available to support construction, and ReStore, supervisors.
- Manage check in, welcome and kick off events on the day of event.
- Responsible for monitoring, procuring and managing volunteer refreshments.
- Effectively track all volunteer hours, by event.
- Support all fundraising activities (e.g., Parade, Lions Park booth, Women's Build, Gala)
- Share volunteer engagement by capturing photos for use on social media and in organizational communications, to distribute to relevant staff or partners, as appropriate
- Ongoing communications and engagement with volunteers.

Qualifications:

- Prior event coordination or project management experience preferred.
- Strong interpersonal and communication skills, with the ability to listen actively and engage in thoughtful, solution-focused discussions.
- Proactive and resourceful, with the ability to anticipate needs and take initiative without being prompted.
- Mission-driven mindset, with an understanding of how Family Selection and Volunteer Engagement contribute to the broader goals of Habitat for Humanity of Boone County.
- Must be able to pass Criminal Background and Sexual Offender Check.