

# NEIGHBORWORKS® HOME SOLUTIONS JOB DESCRIPTION

## **POSITION DESCRIPTION** – PROGRAM & OUTREACH COORDINATOR

## **POSITION CATEGORY** – NON-EXEMPT / HOURLY

**PURPOSE OF POSITION** – The Program and Outreach Coordinator of NeighborWorks® Home Solutions will be responsible for the management and oversight of the homebuyer programs and services provided by the organization, such as but not limited to the Infill Program and other housing-related programs. This position is also responsible for the outreach, the marketing and the visibility efforts in promoting the NeighborWorks® Home Solutions brand and organizational programs and services. This person shall ensure that the necessary capabilities and resources are available to support and assist in the implementation of these programs.

**CANDIDATE'S COMMITMENTS TO ACHIEVE** – The Program and Outreach Coordinator is responsible for the implementation of housing programs, policies and projects. The Program and Outreach Coordinator shall conduct public outreach efforts and ensure that brochures, any written material and the organization's website are maintained for promotional purposes. The Program and Outreach Coordinator shall be responsible for oversight of housing-related programs, maintaining and organizing filing systems and compiling information and completing reports as necessary. The Program and Outreach Coordinator will perform other duties such as bank deposits and cash receipts as directed.

**RESPONSIBILITIES / CHARACTERISTIC DUTIES** – Listed are the various traits, skills and responsibilities the candidate would need to succeed:

- Provide information and assistance to those inquiring about programs and educational services.
- Set up and conduct initial interviews with potential applicants for housing-related programs.
- Create and maintain housing program project files (electronic/manual).
- Prepare real estate documents, closing documents and release documents as needed in the implementation of housing programs.
- Manage and oversee input and reporting of client data.
- Develop marketing and promotional materials, including but not limited to the organization's website and program brochures.
- Conduct outreach and informational meetings to increase the visibility of the NeighborWorks® Home Solutions brand and the organization's programs and services.
- Coordinate organizational events and other special activities.
- Administer surveys as needed for outreach, reporting and educational purposes.
- Assist with grant writing.
- Assist Chief Executive Officer and Chief Operating Officer in preparation of program and educational services reports / production reports.
- Assist the Chief Executive Officer in preparation of monthly Board/Committee meeting packets.

- Assist Chief Executive Officer in maintenance of furniture, equipment and inventory list.
- Coordinate and perform various office-related duties, including but not limited to invoices, billing, deposits, upload all related documentation to NWHs' accountants, maintain office supplies.
- Attend workshops and conferences as required.
- Other duties as assigned.

**PREFERRED INTERESTS / QUALIFICATIONS**

The Program and Outreach Coordinator position will frequently involve working with, communicating with and instructing people. This position often involves helping or providing service to others. Listed below are some of the preferred interests / qualifications:

- Proficient with Microsoft Office suite of products, such as Word, Excel, PowerPoint, Publisher and Outlook.
- A degree is preferred; however, a minimum of three years experience of professional accomplishment or working with educational, nonprofit and/or financial sectors may be substituted.
- Represent NeighborWorks® Home Solutions at community functions, training events, partner meetings, etc.
- Ability to establish and maintain effective working relationships with co-workers and all personnel.
- Ability to meet multiple deadlines and organize large volumes of data.
- Ability to express ideas clearly, orally and in writing.
- Ability to prioritize and multi-task; detail-oriented.
- Ability to work effectively, efficiently and independently – with minimal supervision.
- Maintain a high degree of confidentiality with sensitive information on all aspects of the organization.

**SUPERVISION** – The Program and Outreach Coordinator will work under the supervision and direction of the Chief Executive Officer and be expected to complete assignments independently or with minimal supervision.

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Program and Outreach Coordinator

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date