

Program Manager

Habitat for Humanity of Montgomery County, TX



Job Type: Full time

Job Title: Program Manager

Reports to: Director of Homeowner Services

Location: 1501 S. 7th Street, Conroe, TX 77301

Position Summary: The Program Manager is responsible for overseeing the day-to-day operations of the Homeowner Services Department and its programs. This role focuses on maximizing program impact by developing effective recruitment strategies, assisting applicants through the approval process, facilitating education, and ensuring long term homeowner success. The Program Manager will collaborate with the Homeowner Services Committees, Volunteer Program Manager, and the Project Manager for Home Repairs to maximize resources, streamline operations, and enhance program outcomes.

Habitat for Humanity's mission is seeking to put God's love into action by bringing people together to build homes, communities, and hope. Our vision is a world where everyone has a decent place to live.

Essential Functions & Responsibilities

Recruitment & Outreach:

- Develop and implement recruitment strategies to attract eligible applicants for both the Homeownership
- and Home Repair Programs.
- Build and maintain partnerships with community organizations, employers, and other local entities to raise
- awareness and increase participation.
- Coordinate outreach events and promote both programs to generate interest and engagement.

Applicant Support & Processing:

- Coordinate with committees to assist applicants with completing their applications for the Homeownership
- and Home Repair Programs, ensuring compliance with necessary documentation and regulations.
- Process applications, ensuring timely communication and transparency with applicants.
- Attend home visits with the Homeowner Selection Committee for Homeownership applicants and
- collaborate with the Project Manager for Home Repair applicants.
- Communicate with declined applicants, offering guidance on steps to improve eligibility and providing
- resources for overcoming barriers.

Homeownership Education & Support:

- Facilitate orientation sessions for new Future Homeowners, setting clear expectations and requirements.
- Coordinate and manage a yearly cycle of homeownership education classes, focusing on financial stability, budgeting, and homeownership preparedness.
- Monitor Future Homeowners' progress in completing sweat equity hours and other program requirements.
- Collaborate with the Volunteer Program Manager to engage Future Homeowners in sweat equity opportunities.

Collaboration with Project Manager for Home Repair Program:

- Collaborate closely with the Project Manager to ensure the successful delivery of home repairs for eligible homeowners.
- Work with the Project Manager to prioritize and coordinate repair projects, ensuring timely and effective completion.
- Oversee communication and documentation of all repair projects, from application through completion.

Committee Leadership & Collaboration:

- Provide leadership to the Homeowner Selection Committee and Homeowner Support Committee, ensuring smooth and efficient operations.
- Recruit, train, and support committee members, ensuring they are equipped to effectively assist with program decisions.
- Collaborate with committees, the Volunteer Program Manager, and community partners to ensure efficient use of resources and to enhance program delivery.

Training & Professional Development:

- Complete required mortgage origination training and stay informed on best practices in homeownership and home repair services.
- Participate in ongoing training to maintain up-to-date knowledge on housing regulations and best practices.

Reporting & Compliance:

- Maintain accurate and confidential records for all applicants, homeowners, and home repair clients.
- Provide regular reports to the Director of Homeowner Services and Board of Trustees on program performance, metrics, and outcomes.
- Ensure compliance with all Habitat for Humanity International and local regulations related to both programs.
- Track and report on grant-funded activities, ensuring accurate documentation of program outcomes.

Other Duties:

- Support the affiliate's commitment to creating a safe and welcoming environment for all staff, volunteers, and participants.
- Perform other duties as assigned to ensure the effective operation of the Homeownership and Home Repair Programs.
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Requirements**Education, Experience, Skills, and Physical Requirements**

- Bachelor's degree in social work, nonprofit management, or a related field, or equivalent experience.
- Experience in affordable housing, home repairs, community outreach, or similar fields preferred.
- Strong organizational, communication, and problem-solving skills.
- Ability to collaborate effectively with committees, volunteers, and community organizations.
- Proficiency in Microsoft Office Suite; familiarity with CRM software preferred.
- Knowledge of federal, state, and local housing regulations is a plus.
- Ability to maintain confidential records and handle sensitive information with discretion.

Salary and Benefits: Salary depending on experience; Health, Dental and Life insurance, PTO Accrual

About Habitat for Humanity Montgomery County, TX

Our goal is simple – to empower communities and provide strength, stability, and self-reliance through affordable housing. Since 1989, we have relied on the loving hands of volunteers to build strong homes and strong communities.

We believe that everyone deserves a decent place to call home. By partnering with caring people around the world, building homes with volunteers, and offering affordable mortgage payments, we empower homeowners to gain the independence they need for a better life for themselves and their families.

Habitat MCTX is an affiliate of Habitat for Humanity International. We are 100% self-funded, depending entirely on the unwavering support of the local community.

Resumes and Cover Letters may be submitted to earmstrong@habitatmctx.org