



Organization: Partners for Better Housing
Position: Community Outreach and Homeownership Manager
Reports to: Executive Director
Location: Northwest Arkansas

ABOUT PARTNERS FOR BETTER HOUSING

Partners for Better Housing (Partners or PfbH) was founded in 2007 by community housing advocates, committed to developing affordable, safe, high-quality, sustainable housing in our community, and cultivating solidarity around a shared commitment to equity, inclusion, and our neighbors. We are dedicated to building houses where people can find a home, where prosperity abounds in neighborhoods that strengthen the bonds of community.

PfbH is a public benefit 501(c)3 organization managed by a volunteer board of directors. We are an economic mobility organization that is committed to creating and preserving attainable workforce housing units in mixed-income communities. We believe that diversity strengthens all systems and that the design of our physical infrastructure contributes to our social infrastructure, creating a cohesive community where everyone experiences true belonging.

Partners for Better Housing is seeking a dynamic Community Outreach and Homeownership Manager who will play a vital role in our team, upholding and embodying our organization's core values.

JOB SUMMARY

Under the supervision of the Executive Director, the Community Outreach and Homeownership Manager is a motivated connector who enjoys building and deepening personal relationships with a broad cross-section of individuals and organizations and is passionate about playing a vital role in enhancing economic mobility for individuals and families. The Community Outreach and Homeownership position is responsible for community outreach and engagement, program development and management, homeownership and education, administration and operations, collaboration and partnerships, and reporting and evaluation.

ESSENTIAL DUTIES, FUNCTIONS, AND RESPONSIBILITIES

Community Outreach and Engagement

- Attend tabling events, job fairs, community workshops, meetings, public forums, and other viable events.
- Promote Partners services, build partnerships, encourage program participation, solicit educational information, and serve as a liaison to neighborhoods, civic associations, faith-based institutions, real-estate and housing professionals, resources, and opportunities.

- Join key staff and other local, regional, and statewide partners in advocating for funding that supports the development of permanently attainable housing.
- Oversee volunteer recruitment and engagement campaigns; Communicate volunteer opportunities via platforms (i.e. Givepulse and Handshake), and direct volunteer/seasonal employees participation in organized events.
- Craft and disseminate flyers, social media content, newsletters, and press releases to assist with community events and initiatives.
- Manage social media platforms and online communities; Maintain communications via the Partners' website.
- Analyze key performance indicators related to community engagement efforts.
- Develop and maintain collaborative partnerships with City departments, government entities, colleges and universities, non-profits and private sector agencies, community-based groups, human services advocacy groups, service providers, clients, mortgage lenders, realtors, and others to garner program support and to co-create other supportive service programs in the community.

Program/Event Development and Management

- Develop short-, mid-, and long-term prioritized plans for mission and vision led programs, projects, and events that address disparities in communities of color and low-income populations; Implement and manage initiatives.
- Research and identify funding opportunities (i.e. grants, donations, sponsorships) to support organization programs, projects, and events.
- Monitor program effectiveness and outcomes and make informed recommendations for program enhancements and improvements.
- Responsible for event logistics, including venue selection, scheduling, budgeting, and promotion.

Homeownership and Education

- Develop and maintain collaborative partnerships with city departments, government entities, colleges and universities, nonprofits and private sector agencies, community groups, human services advocacy groups, service providers, clients, mortgage lenders, realtors, and others to garner program support and to co-create other supportive service programs in the community.
- Establish partnerships with existing attainable housing organizations nationwide and coordinate opportunities to collaborate and learn.
- Educate program participants utilizing established homebuyer preparedness curriculum.
- Implement and manage a client management system to track client data including interactions, demographics, program participation, progress, and outcomes.
- Input and maintain accurate client data, ensuring confidentiality and compliance with data protection regulations.
- Generate reports and analyze data to measure program effectiveness, identify trends, determine gaps, and inform decision-making.
- Develop and implement a homebuyer recruitment and affirmative marketing plan.
- Research needs and identify services for renters and existing homeowners and neighborhoods.

- Responsible for delivering notices to program applicants including approval, adverse decisions, resources, and requests for additional information.

Administration and Operations

- Develop and maintain regular reporting for Executive Director and the Board.
- Serve as a key staff liaison to relevant board committees.
- Work with leadership to project revenues and expenses; Prepare and maintain program and event budgets for the fiscal year.
- Participate with key staff in business and strategic planning; Collaborate on grants and funding proposals.
- Develop and implement policies and procedures.
- Maintain organizational records, files, and databases.
- Exhibit exemplary attendance and punctuality.
- Comply with company policies and procedures.
- Perform other duties as assigned.

QUALIFICATIONS & REQUIREMENTS

- A bachelor's degree with major coursework in community development, housing policy and planning, social work and counseling, nonprofit management, real estate and property management, human services, public administration, business or related field.
- A minimum of two years of professional experience in community services programs in one of the following areas: planning, social services, affordable housing, stakeholder engagement, outreach strategies, or public administration is required.
- Proven experience providing community services programming in one of the following areas: planning, program management, financial literacy, policy and advocacy, communications, marketing, social services, affordable housing, community development, public administration, mortgage lending or housing counseling is preferred.
- A valid driver's license and the ability to be covered under the Company's automobile insurance are required.
- A personal vehicle or other reliable means of transportation for regular use during the workday is required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Commitment to the organization's mission, vision, and values.
- Commitment to mixed-income housing, attainable housing opportunities, and homeownership.
- Empathy, cultural competence, community dynamics, social issues, local culture, and a passion for community building.
- A strong interest to increase knowledge not limited to: homebuyer preparedness and education, pre-purchase counseling, processes, financial literacy, post-purchase stewardship, and housing resources.
- Creative problem solving and strategic thinking skills.

- Ability to prioritize and manage multiple tasks; Proficiency in using scheduling software and tools.
- Excellent interpersonal, written, verbal, and presentation skills.
- Proficiency in utilizing social media platforms and digital communication tools.
- Strong time management; strong organizational skills with a keen attention to detail.
- A natural ability to develop and maintain professional relationships with community members, leaders, and agencies at all levels.
- The ability to proficiently operate programs in Microsoft Office including Word, Excel, PowerPoint, and other internal databases.
- The ability to be flexible and handle multiple priorities simultaneously.
- Ability to work independently and collaboratively in a small, non-profit environment.
- Familiarity with existing housing and community development organizations and programs in the local area.
- Ability to write and speak persuasively; Ability to give public presentations.
- Ingenuity in garnering resources (people, funding, support) to get things done through formal channels and informal networks.
- Ability to improve and strengthen community cohesion and connection in ways that honor community history and culture.
- Proven analytic, strategic, conceptual, planning and implementation skills.
- Ability to exercise sound judgment.
- Understanding of basic accounting concepts and business financial management practices.
- The ability to be self-motivated, optimistic, and professional.

SUPERVISORY RESPONSIBILITIES AND INTERACTIONS WITH OTHERS

The Community Outreach and Homeownership Manager will be responsible for managing interns and volunteers engaged in programs and initiatives that works closely with the Community Outreach and Homeownership role. Additionally, the role will interact regularly with colleagues, management, participants, tenants, community members, stakeholders, local, state, and federal agencies, and the general public.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, and see using close- and/or distance-vision, and use their hands to touch, grasp, or type. The employee may occasionally be required to reach with their hands and arms, walk, and lift or move objects up to 25 pounds. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

WORKING CONDITIONS

Duties are regularly performed in an office environment. The work environment is usually a well-lit environmentally controlled indoor environment with a low level of noise. The role may also be required to visit indoor or outdoor job site areas where the temperature is uncontrolled. The work pace can vary but may be fast when meeting deadlines or during peak business days. The position is required to travel to community event sites or other locations in the area. This position requires the employee to work on evenings and/or weekends work during events and fundraisers as well as when organizational deadlines must be met.

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, disability, veteran status, genetic information, or any other status protected under applicable local, state or federal nondiscrimination laws.

SALARY AND BENEFITS

Partners for Better Housing strives to maintain an equitable and just compensation philosophy modeled after a competency-based pay scale. The base salary is \$75,000 with medical and dental benefits included. Additional benefits include professional development, professional membership, a flexible work schedule, paid vacation time, as well as influence on future organizational decisions. This is a full-time grant funded position.

Send cover letter and resume to tenisha@partnersforbetterhousing.org with email subject: COH_First and Last Name