



Advancing Black Homeownership (ABH) Program Manager

Job Title: Advancing Black Homeownership (ABH) Program Manager

Department: Program

Reports To: Chief Program Officer

FLSA Status: Full Time, Non-Exempt

Salary: \$49K to \$52K DOE

Advancing Black Homeownership Initiative:

Since Habitat for Humanity International's founding in 1976, Habitat for Humanity has grown into an international organization promoting decent and affordable housing for all. We found our earliest inspirations as a grassroots movement on a racially integrated farm founded in the 1940s, and we continue to be guided by this inspiration and our vision of a world where everyone has a decent place to live.

At Habitat for Humanity-Spokane, we know that a system of intentional and systemic racial discrimination has prevented many Blacks in American households from owning homes, and the Black homeownership rate in the U.S. is now the lowest of any racial or ethnic group. With the development of the Advancing Black Homeownership initiative, Habitat seeks to ensure Black households have equitable access to successful homeownership. As the racial homeownership gap has grown, we have responded with a stronger voice through advocacy, programmatic strategy, and partnerships.

Summary: The Advancing Black Homeownership (ABH) Program Manager at Habitat for Humanity-Spokane (HfH-S) is responsible for supporting the development of an organizational 3-year Advancing Black Homeownership strategic plan. The strategic plan will be collaborative with other affiliates and Habitat for Humanity International (HfH-I) Advancing Black Homeownership staff to join the national effort to close the racial homeownership gap by removing barriers, across sectors, that continue to limit opportunities for Black households to experience successful homeownership and generational wealth creation.

Essential Duties and Responsibilities:

Ability to develop and implement a multi-year strategic plan, in partnership with cohort of funding recipients and support from HfH-I staff, including pilot programming, success measurements and evaluation, best practice sharing and peer-to-peer learning.

Demonstrate commitment to and experience working with the principles and practices of racial equity. Performs all tasks, interactions and communications through a Diversity, Equity & Inclusion (DEI) and an anti-racism lens.

Lived or professional experience working with, and engaging communities of color.

Build strong relationships and community engagement skills to build trust, credibility and rapport with Black homeownership candidates, and community partners.

Knowledge of zoning, redlining and other barriers that have inhibited homeownership in historically Black communities such as East Central, West Central and Northeast Spokane.



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Educates and performs outreach for future Black homeownership candidates within the Spokane Community.

Demonstrate strong project management skills to ensure scope of strategic planning project remains on schedule to meet HfH-I grant requirements, reporting metrics and to measure plan progression.

Exhibit superior oral and written communication skills to ensure quality and accurate communications during outreach with homeownership candidates, community partners, and collaboration with HfH-I.

Courage to engage in meaningful conversations regarding systemic racism in housing while being tolerant and accepting of viewpoints that are different from your own point of reference.

Working experience with design software to produce educational and marketing communications materials for diverse audiences.

Availability to work some evenings and weekends for events, meetings in collaboration with community partners and future Black homeowners.

Remain current and up to date with required trainings that promote equitable practices such as Diversity, Equity, Inclusion and Belonging, Accountability, Anti-Racism training and Fair Housing laws.

Ability to travel and attend 2-3 in person events per year at HfH-I or other designated meeting places within the U.S.

Represent HfH-S in all aspects of professional service and conduct abiding by following all policies and procedures.

Attends all Habitat for Humanity-Spokane events and staff meetings as required.

Other duties as assigned.

Supervisory Responsibilities: None

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data. Designs workflows and procedures.

Design – Demonstrates through work performance attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully, develops alternative solutions, works well in group problem solving setting and utilizes reason and empathy when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses, pursues training and development



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opportunities, strives to continuously build knowledge and skills, shares expertise with others.

Customer Service - Manages difficult or emotional conversations, responds promptly to family and community needs, solicits feedback to improve service, responds to requests for service and assistance; meets commitments, comfortable and confident in working with a diverse population of constituents.

Interpersonal Skills - Focuses on resolving conflict, not blaming, maintains confidentiality, listens to others without interrupting, keeps emotions under control, open to others' ideas.

Oral Communication - Speaks clearly and persuasively in positive or negative situations, provides clear & concise communication with visitors and understands boundaries, is committed to effective conflict resolution to maintain a good work environment, listens and gets clarification, responds well to questions and demonstrates group presentation skills.

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.

Teamwork - Balances team and individual responsibilities, exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, puts success of team above own interests, able to build morale and group commitments to goals and objectives, supports group's efforts to succeed.

Visionary Leadership - Displays passion and optimism, inspires respect and trust.

Change Management - Develops workable implementation plans, communicates changes effectively, builds commitment and overcomes resistance, prepares and supports those affected by change, monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others, accepts feedback from others, gives appropriate recognition to others.

Quality Management - Seeks ways to improve and promote quality, demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions, displays orientation to profitability, demonstrates knowledge of market and competition, aligns work with strategic goals.

Diversity - Demonstrates knowledge of EEO & Equal Housing policies; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.

Ethics - Treats people with respect, keeps commitments, inspires the trust of others, works with integrity and ethically, and upholds organizational values. Have the ability to navigate sensitive information and remain objective.

Organizational Support - Follows policies and procedures, completes administrative tasks correctly and on time, supports organization's goals and values, positive representation of the organization through outside activities, supports affirmative action and respects diversity. Understands or is willing to learn about issues of poverty both locally and globally.



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Strategic Thinking - Develops strategies to achieve departmental and organizational goals, understands organization's strengths & weaknesses, analyzes market and competition, identifies external threats and opportunities, adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process, makes timely decisions. Does not pass judgment and committed to representing Habitat for Humanity-Spokane in a positive light.

Motivation - Sets and achieves challenging goals, demonstrates persistence, and overcomes obstacles, measures self against standard of excellence and takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities, uses time efficiently, plans for additional resources, sets goals and objectives.

Professionalism - Approaches others in a tactful manner, responds well under pressure, treats others with respect and consideration regardless of their status or position, accepts responsibility for own actions, follows through on commitments.

Quality - Demonstrates accuracy and thoroughness, looks for ways to improve and promote quality, applies feedback to improve performance and monitors own work to ensure quality.

Quantity - Meets productivity standards, completes work in a timely manner, strives to increase productivity, and works quickly.

Safety and Security - Observes safety and security procedures, determines appropriate action beyond guidelines, reports potentially unsafe conditions, uses equipment and materials properly. Follows all COVID-19 policies and procedures if applicable.

Adaptability - Adapts to changes in the work environment, manages competing demands, changes approach or method to best fit the situation, able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time, ensures work responsibilities are covered when absent, arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily. Undertakes self-development activities, seeks increased responsibilities, takes independent actions and calculated risks, looks for and takes advantage of opportunities and asks for and offers help when needed.

Innovation - Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work, develops innovative approaches and ideas, presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each



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essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Master's degree in a related field such as (public policy administration, urban studies, geography, social work, non-profit management) or a bachelor's degree and 3-5 years' experience in a related field. Public engagement or management of collaborative processes would be a plus.

Certificates, Licenses, Registrations

Fair Housing training (to be completed upon hire)
Must possess a valid driver's license.

Other Qualifications

Habitat for Humanity-Spokane is a Christian housing ministry, and all employees serve in a ministerial and service capacity.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers, the community, or employees of an organization.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Raisers Edge, Microsoft Office Suite, Basecamp and Adobe Pro.+

Physical Demands 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 the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to sit, reach with hands and arms, climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception



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and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and will be subject to outside weather conditions. The noise level in the work environment is usually moderate.

