



We build strength, stability, self-reliance and shelter.

Family Services Coordinator

Habitat for Humanity Red Deer Region (HFHRD) is a registered, charitable organization serving low-income families through affordable homeownership. We believe that all families deserve a safe and decent place to live. Established in 1994, Habitat Red Deer has built 50 homes in Central Alberta and operates a social enterprise, The ReStore that accepts donations of building supplies and household items for resale to the general public. Habitat Red Deer is one of 45 affiliates belonging to the Habitat Canada federation.

Scope & Function

The Family Services Coordinator is responsible for overseeing Habitat Red Deer's family services programs including our Homeownership program and Critical Repairs program. The FSC leads the family selection process for our affordable homeownership program and ensures that all partner families fulfill their obligations to become successful homeowners. This position has a secondary function of providing administrative support for other departments including accounts payable, charitable receipting, benefits administration, and other office tasks. This role reports directly to the CEO and works in collaboration with other department leaders to meet program goals in achieving the organization's mission.

The Family Services Coordinator will have contact with diverse people from a variety of different backgrounds (cultural, faith, life experiences, etc.) and will occasionally work with families with English language barriers. The ability to demonstrate patience, empathy and sensitivity to all clients while exercising objectivity and discretion is a key requirement.

This position is an FTE 0.8 role to start, Monday - Thursday, 8:30-4:30 pm with occasional evening and weekend work required. There is strong possibility of expanding this role to full-time pending commencement of build projects. Habitat Red Deer offers a sector-competitive compensation package including benefits, vacation & sick days, professional development opportunities and other workplace incentives.

Duties & Responsibilities

Family Services:

- Respond to inquiries from prospective applicants and provide referrals to other community agencies as required
- Organize and deliver family information sessions and conduct home visits for eligible families
- Assess applicant suitability using ratings tools and provide recommendations for final family selection
- Monitor volunteer hour requirements for families and all partnership obligations to ensure success in our program
- Develop partnerships with other community agencies to support family services
- Maintain regular communication with all partner families in the program



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- Plan family-centered events including Ground-Breaking & Home Dedication ceremonies
- Maintain accurate records of partner families ensuring confidentiality of stored information, in both digital and hard copy formats
- Facilitate and/or coordinate family education workshops
- Establish new mortgage accounts, maintain accurate mortgage information and lead annual income reviews for homeowner families

Administrative Support:

- Coordinate general office duties: public inquiries, materials ordering, filing, mail, reports, A/P invoices, support charitable tax receipting processes.
- Maintain relationships with third-party vendors and office suppliers
- Support HR functions including: employee paperwork, on-boarding processes, safety training, group benefits administration.
- Assist with annual audit by providing financial documentation and other info

Qualifications & Experience

- Post-secondary diploma or degree in a related discipline
- Minimum 2 years' relevant experience in social services and/or family-centered program coordination in a not-for profit work environment
- Excellent written and verbal communication skills to write policy, reports, deliver presentations, communicate effectively in group or one on one settings
- Strong computer literacy including thorough knowledge of Microsoft Office Suite including Word, Excel, PowerPoint & Outlook. Experience with Canada Helps platform or other donor management software an asset.
- Experience in direct client service delivery, working with people from diverse backgrounds and experiences.
- Exceptional organizational and administrative skills
- Proven ability to multi-task, prioritize effectively and meet deadlines
- Must be self-motivated and possess a genuine desire to help people through affordable housing initiatives.

Compensation: Hourly wage range is \$26 – \$31/hr, dependent on related education and experience. Position start date: March 17, 2025.

Please submit a cover letter and current resume outlining your qualifications and suitability for the role by **Wednesday, February 5th, 2025 to: Karen Vavrek, Chief Executive Officer**, at karen.vavrek@habitatreddeer.ca . No phone calls please. We thank all candidates for their interest; only those selected for interviews will be contacted.