

Position Description

Classification

Full-time, Exempt, Salary

Remote: No

Typical hours of work: 9:00 AM – 5:00 PM; Monday - Friday

Reports to

Executive Vice President

Job Summary/Objective:

The VP of Programs is a senior leadership role responsible for the strategic development, oversight, and execution of all homeowner-focused programs. The VP of Programs will oversee a diverse range of responsibilities designed to ensure homeowner candidates' success within the program and foster and foster long-term homeownership. The position works closely with and is a part of the affiliate's Executive and Leadership Teams.

Supervisory Responsibilities:

- Provide executive leadership to staff comprising the Mortgage Operations Department and Education Department as well as programs including, Homeowner Recruitment, and the Homeowner Services Committee.

Duties/Responsibilities:

- **Leadership & Vision:** Provide strategic leadership and direction for all Homeowner Services programs, in alignment with the organization's mission and goals. Lead, manage, and mentor a high-performing team of program staff. Foster a positive and collaborative work environment. Provide professional development opportunities for team members. Develop and implement a long-term vision for program growth and impact.
- **Program Management:** Oversee the design, implementation, and day-to-day functions of homeowner programs across the organization. This consists of all aspects of program administration, resource allocation, data tracking, compliance and reporting. Such oversight, includes:
 - **Mortgage Operations:** Lead and oversee the mortgage services team, ensuring efficient loan processing, income certification, and full compliance with all applicable laws and regulations.
 - **Homeowner Education:** Develop and deliver impactful homeowner education programs covering topics such as financial literacy, home maintenance, and other related topics. Ensure a high-quality education experience, that may incorporate in-person and online learning, led by internal staff as well as outside experts.
- **Homeowner Eligibility:** The VP of Programs is responsible for overseeing the homeowner eligibility process, ensuring that all applicants meet the necessary financial and programmatic requirements for sustainable homeownership. This includes developing and implementing clear

Position Description

and transparent eligibility criteria to assess an applicant's financial stability, income verification, debt-to-income ratio, creditworthiness, and overall ability to succeed as a homeowner. The VP of Programs ensures that all eligibility determinations adhere to Fair Housing Act regulations, HFHI policies, and state and federal lending laws.

- **Pipeline Management:** Develop and implement strategies to cultivate and manage a robust pipeline of prospective program participants to meet the needs of the affiliate. Implement effective outreach strategies to attract and engage potential program participants. Build and maintain strong relationships with community partners, stakeholders, and referral sources. Monitor pipeline activity and identify opportunities for improvement.
- **Compliance & Reporting:** Ensure all homeowner programs adhere to applicable federal, state, and local regulations, as well as Habitat for Humanity International (HFHI) policies and industry best practices. Maintain oversight of compliance requirements related to mortgage servicing, income certification, fair housing, and lending practices. Prepare and present reports on program performance, impact metrics, and compliance status to leadership, funders, and regulatory agencies.

Competencies:

- Ability to work a flexible schedule including attendance at evening meetings and weekend home dedications.
- Detail-oriented with the ability to manage multiple tasks in a fast paced environment.
- Outstanding verbal and written communication skills.
- Professional, enthusiastic, mission driven personality.
- Strong customer service orientation.
- Proficient in basic computer applications, such as Microsoft Office Suite (Word, Excel, Outlook)
- Ability to work independently and in team environments.
- Enjoy working with diverse client base.
- Maintains confidentiality of information.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

Education, Experience and Attributes

- Bachelor's degree preferred.
- Must have a valid driver's license and clean driving record with reliable transportation.

Position Description

- Ability to pass a Criminal Background check, drug screening, and sexual offender check.
- Ability to read, analyze, and interpret general business information.
- Ability to effectively present information and respond to questions from customers, donors, volunteers and the general public.
- Ability to speak English fluently and possess English written skills - Bi-lingual not required.
- Ability to solve practical problems. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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 essential job functions. While performing the duties of this job, the employee is regularly required to lift, use hands, reach with hands/arms, listen and communicate. The employee must be capable to lift and/or move 30+ pounds on a necessary basis, occasionally required to stand and walk for long extended periods of time, climb or balance and stoop, kneel, crouch or crawl.

Other Duties

Please note this job description is designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job but is not limited to this. Duties, responsibilities, and activities may change at any time with or without notice.

Habitat for Humanity Tampa Bay Gulfside (TBG) actively recruits, employs, trains, and compensates employees regardless of race, color, religion, sexual orientation, gender identity or expression, gender, national origin, age, disability, genetics, or veteran status. In addition to federal law requirements, Habitat TBG complies with applicable state and local laws governing nondiscrimination in employment in every location. This policy applies to all terms and conditions of employment, including workplace harassment.

I agree to the fullest extent of my knowledge that the above description depicts my daily functions in my position.

Employee Name (Please print)

Employee Signature

Date: _____