



Homeownership Program Director Announcement

Reports to	Deputy Director	Date Issued	4/29/2022
Ideal Start date	June 15, 2022	FLSA	Exempt

About Portland Housing Center

Portland Housing Center (PHC) is a nonprofit organization founded in 1991 with support from the City of Portland, local banks, and a concerned community. We were founded to ensure all Portland residents had equal access to information and resources to achieve homeownership. We specialize in providing first time home buyers with education, counseling, financial resources, and other home-buying support. We are in search of a Homeownership Program Director to join the Portland Housing Center Management team.

Culture/EEO Statement

Portland Housing Center is committed to providing equal employment opportunities (EEO) and equal pay to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. We continually review and improve our company to ensure it's a safe and supportive environment for everyone. We encourage all who have a passion for social justice and experience in creating housing and/or homeownership opportunities to apply.

Major Responsibilities

As a member of the PHC Management Team, the Homeownership Program Director oversees the operations of the Homeownership department and ensures the provision of high quality, results-driven pre-purchase home buyer services. Managing a team of up to 10 employees, the Homeownership Program Director will provide direction to an effective and efficient delivery system for converting home buyers into homeowners, and interfaces with key community partners and funders, while working collaboratively with PHC Lending Director and Executive Leaders.

Program Management

- Supervise Homeownership Basics staff (pre-purchase Home Buying Counselors, Program Assistants, and IDA Program Manager), ensuring appropriate staff training and employee development.
- Oversee high quality financial, home buyer education programs built on best practices in adult learning, ensuring education programs reflect the changing needs of clients.
- Maintain a high standard of quality customer service for all home buying services.
- Continue to grow the agency's education offerings to culturally specific audiences through engaging consultants and industry professionals.
- Oversee course instructors and provide instructor manuals, training and development as needed to meet learning objectives.

- Coordinate with Lending Director to ensure customer conversion from home buying services to lending to help meet business plan goals and objectives.
- Track and evaluate program outputs and outcomes.
- Work with Director of Finance and Operations to conduct periodic financial reviews to evaluate costs of services and costs per client to improve program efficiencies.
- Foster a multi-cultural and multi-ethnic team environment.
- Frequent reporting to management on progress toward program and goals, and adjust work plans as appropriate.
- Ensure programmatic adherence to quality standards as defined by HUD, NeighborWorks America, and the National Industry Standards for Homeownership Education and Counseling.

Community and Government Relations:

- Build and maintain relationships with other housing agencies, community agencies and service providers, realtors, and financial institutions to support business growth per strategic and business plan goals.
- Lead contract proposals, negotiation, and administration of contracts with government entities and service providers.
- Must be able to translate highly complex and regulated contract language with attention to detail.
- Oversee and guide agency advisory committees to increase effective outreach and services to target populations.

Impact & Evaluation

- Help develop measures and tools to assess the impact of services on customers from a baseline point to some established point as a homeowner to gauge specific changes in customer behavior and financial standing by demographics.
- Conduct periodic system reviews to analyze customer retention and conversion rates by service area to make improvements in customer outcomes and program effectiveness and to identify success factors.
- Regularly seek customer feedback to test assumptions through customer and partner evaluation surveys, focus groups and other appropriate means.

Qualifications

- Minimum of three years' experience successfully leading people or teams.
- Well versed with the use of the Microsoft Office suite of products.
- Demonstrated ability to build and maintain relationships in the community and deliver meaningful outcomes with a diverse range of stakeholders.
- Championed equity by valuing a diverse workforce and equity centered decision making.
- Demonstrated experience utilizing a racial equity lens to evaluate policies, programming, and decision making.

Working Conditions

Normal office environment. Occasional standing for long periods of time. Some lifting required (20-40 lbs). Ability to work occasional evenings and weekends. Travel to other training locations are periodically required.

This position is located in Portland, OR, PHC staff are currently working remotely, with the potential to return to working on site, at which time, employees will be required to provide proof of vaccination for COVID-19.

Portland Housing Center offices remain closed to the public as a result of COVID-19. We are committed to ensuring a safe and healthy environment for our employees and visitors. The Homeownership Program Director will participate in planning for any transitions from remote to an in-person work environment depending on hire date.

Benefits

The salary range for this full-time position is \$80,860-102,802, commensurate with experience and skills. Portland Housing Center offers excellent benefits, including PTO, flex time, medical, dental, vision & prescription insurance, life A&D insurance, 401k with employer contribution, short- & long-term disability.

This recruitment will remain open until the position is filled; we encourage interested and qualified applicants to submit your resume and cover letter by email to HR@portlandhousingcenter.org as soon as possible.