

## **Programs Coordinator**

### **Position Summary:**

Central Delaware Habitat for Humanity, a nonprofit housing ministry, partners with low-income families to build strength, stability, and self-reliance through homeownership and critical home repair. The Programs Coordinator plays a key role in the early stages of both programs by managing applicant intake, conducting preliminary eligibility screening, and ensuring all required documentation is collected and organized. This position ensures applicants receive exceptional customer service while supporting accurate file preparation for internal departments.

This is a full-time administrative position requiring strong communication skills, attention to detail, and the ability to manage a high volume of inquiries and applications.

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### **Essential Duties and Responsibilities:**

#### **Applicant Intake & Initial Screening**

- Serve as the first point of contact for individuals seeking to apply for Homeownership or Home Repair programs
- Respond promptly to all inquiries via phone, email, and in person
- Provide clear, compassionate communication regarding program requirements and expectations
- Manage the distribution and receipt of applications
- Conduct preliminary eligibility screening, including income verification and initial documentation review
- Ensure all required documents are received before applications advance to the next stage
- Maintain organized electronic and paper files

#### **Homeownership Program Support**

- Prepare applicant files for the Homeowner Selection Committee
- Track applicant progress and follow up on outstanding items
- Transition approved applicants to the Homeowner Services Coordinator with a complete, accurate file
- Assist with general program correspondence and applicant communication

#### **Home Repair Program Support**

- Manage repair intake and complete initial screening for grant eligibility
- Understand basic grant rules to help align applicants with appropriate funding sources

- Prepare repair applicant files for Construction/Repair staff
- Track documentation, funding limits, and eligibility requirements across multiple grants

#### **Data Management & Reporting**

- Maintain accurate intake and application data logs
- Prepare basic reports as needed, including applicant counts, demographics, and program status updates
- Support compliance reporting by ensuring documentation is complete and accessible

#### **Community Partnerships & Referrals**

- Maintain updated referral lists for applicants needing additional services
- Provide program information to community partners as requested
- Participate in occasional outreach events or resource fairs as assigned

#### **General Responsibilities**

- Maintain confidentiality of applicant information
  - Represent Habitat in a professional and mission-aligned manner
  - Support departmental communication and coordination
  - Other duties as assigned
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#### **Qualifications and Experience:**

##### **Required:**

- Strong interpersonal and customer service skills
- Excellent organization and attention to detail
- Proficiency with Microsoft Office and comfort learning new software
- Ability to manage multiple tasks and deadlines
- Experience working with diverse populations
- Clear and professional written and verbal communication skills

##### **Preferred:**

- Experience in intake, client services, social services, or nonprofit program work
  - Knowledge of affordable housing programs or Habitat for Humanity is a plus
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**Work Environment & Schedule:**

- Full-time, in-office position
  - Monday–Friday schedule
  - Occasional evening or weekend events may occur
  - Fast-paced, professional nonprofit office environment
  - No fieldwork required
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**Salary & Benefits:**

- Salary: **\$45,000 annually**
  - Paid medical insurance after 60 days
  - Retirement plan with employer contribution after 60 days
  - Paid time off (PTO)
  - Professional development opportunities
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**To Apply:**

Please submit a resume and brief cover letter to:

**[careers@centraldelawarehabitat.org](mailto:careers@centraldelawarehabitat.org)**

Subject line: *Programs Coordinator Application*

Applications will be reviewed on a rolling basis until the position is filled.