



Homeword

April 24, 2024

Dear Applicant:

Enclosed is a job description for your perusal, we encourage you to visit our website, www.homeword.org, to familiarize yourself with our organization.

The Operations and Program Director is a regular exempt full-time employee with the following compensation and benefits:

- Hiring range is \$73,200- \$91,500 annually (DOE)
- 100% of Employee Health Insurance Premium paid by Employer
- Short term disability, long term disability and Life/Accident insurance paid by employer
- Simple IRA plan with dollar for dollar matching up to 3% of compensation
- Employer cost shares up to 75% of the voluntary dental and vision insurance premiums
- 4 weeks paid time off (PTO) per year
- 5 weeks PTO after 2 years employment
- 11 Paid Holidays throughout the year
- Great work environment

Eligible applications must include 1) a cover letter addressing the required qualifications set forth in the attached job description, 2) resume, 3) Homeword's employment application, and 4) three professional references. If you have any questions about the online packet, please contact Tori Rushfeldt at 532-4663 x10 or tori@homeword.org.

Priority deadline for applications is Friday, May 3 at 12 pm. The position is open until filled.

Homeword is an Equal Employment Opportunity (EEO) employer. Women and people of color are strongly encouraged to apply, and reasonable accommodations will be made for people with disabilities.

No calls please. Applications may be faxed, emailed, mailed, or delivered to:

Attn: Karissa Trujillo
Homeword, Inc.
1535 Liberty Lane, Suite #116A
Missoula, MT 59808
karissa@homeword.org
FAX # (406) 541-0239

Thank you for your interest!



1535 Liberty Lane, Suite 116A
 Missoula, MT 59808
 406-532-4663

Application for Employment

An Equal Opportunity Employer

Homeward

PERSONAL INFORMATION

Name (Last Name First)			Phone	
Present Address	Apt No	City	State	Zip Code
Permanent Address	Apt No	City	State	Zip Code
Email Address				

EQUAL EMPLOYMENT OPPORTUNITY – It is our policy to employ the best qualified personnel and to provide equal opportunity for the advancement of employees and to administer all of our personnel policies in a manner that will not discriminate against any person because of race, color, national origin, ancestry, religion, creed, sex, age, marital or familial status, physical (including pregnancy) or mental disability, political belief, sexual orientation, gender identity or general expression, veteran status, on-the-job injuries, source of income, or any other legally protected status unless it is a bona fide occupational requirement reasonably necessary to the operation of our business.

DESIRED EMPLOYMENT

Position		Date You Can Start	
Are you currently employed?	If so, may we inquire of your present employer?		
Have you ever applied to Homeward before?	When?	Who referred you to this position opening?	
<p>Criminal Record – (Conviction of a crime is not an automatic bar to employment. Factors such as the nature and the gravity of the crime, the length of time since conviction and/or completion of any sentence and the nature of the job for which you have applied may be considered.)</p> <p>Have you ever been CONVICTED, PLED GUILTY, NO CONTEST or FORFEITED BOND, or BAIL for any crime other than a traffic violation?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please give details as they pertain to relevancy to the position applying</p>			

EDUCATION

School Level	Name and Location of School	Years Attended	Graduate	Subjects Studied
High School				
College				
Trade, Business or Correspondence School				

GENERAL

Subjects of Special Study or Research Work
Special Training
Special Skills

FORMER EMPLOYERS

List below your last three employers, starting with the most recent.

Name of Present or Last Employer			
Address	City	State	Zip Code
Starting Date	Leaving Date	Job Title	
May we contact your supervisor?	Name of Supervisor	Phone	
Description of Work			
Reason for Leaving			

Previous Employer			
Address	City	State	Zip Code
Starting Date	Leaving Date	Job Title	
May we contact your supervisor?	Name of Supervisor	Phone	
Description of Work			
Reason for Leaving			

Previous Employer			
Address	City	State	Zip Code
Starting Date	Leaving Date	Job Title	
May we contact your supervisor?	Name of Supervisor	Phone	
Description of Work			
Reason for Leaving			

I understand and agree to all of the following itmes: (1) Misrepresentation or omission of material information from my employment application and/or resume submitted to Homeword, Inc. may result in rejection of my application or, if hired, termination. (2) I am legally eligible for employment in the country in which the job is located (all new hires will be required to provide proof of eligibility upon hire.) (3) Nothing contained in my application for employment, or conveyed during any interview that may be granted, is intended to create a contract of employment with Homeword, Inc. (4) I authorize investigation of all statements contained herein and the references and employers listed herein to give you any and all information concerning my previous employment and any pertinert information they may have, personal or otherwise, and release the company for all liability for damage that may result from utilization of such information. (5) If offered employment, I agree to comply with Homeword's substance abuse program, including submission to pre-employment drug testing as may be required in certain job categories.

Signature:

Printed Name:

Date:

Homeward, Inc.
Job Description
JOB TITLE: OPERATIONS AND PROGRAM DIRECTOR (OPD 2024)

POSITION SUMMARY: This position provides overall direction for Homeward's HomeOwnership Center (HOC) programs including first-time homebuyer, financial and post-purchase education, and counseling programs. Additionally, the OPD is responsible for managing and overseeing the operations, administration and human resource functions for Homeward and manages program and operations staff.

SUPERVISOR: Executive Director

SUPERVISES: Administrative Specialist, Homebuyer Educator, Financial Educator

POSITION STATUS: Regular Full-time/Exempt

MINIMUM QUALIFICATIONS:

- Bachelor's degree in business, human services, education or related degree or experience
- Five years of experience in position with related duties
- Organizational leadership and operations experience, including human resources
- Demonstrated strong written and verbal communication skills, and project management skills
- Proficient computer skills using Internet and Windows-based software
- Strong administrative skills with the ability to manage staff, time and priorities of a multi-faceted job
- Management and supervisory experience

PREFERRED QUALIFICATIONS:

- Experience in grant writing and reporting, including experience with statistical and trend analysis
- Experience in program management, development and evaluation
- Database experience
- Strong interest in and a commitment to the Homeward mission

ADDITIONAL SKILLS AND OTHER REQUIRMENTS:

- Participate in planning, training and board meetings
- Occasional state-wide travel for training and other events
- Alerts Executive Director to areas of concern
- Ability to maintain confidential information
- Other duties as assigned by Executive Director

ESSENTIAL DUTIES AND RESPONSIBILITES:

Regular and predictable attendance is an essential duty and responsibility of this position. Employees are accountable for reliable attendance and meeting this position's essential function requirements as listed below.

PROGRAM

- Manages and oversees HomeOwnership Center programs in accordance with requirements of being a HUD-approved Housing Counseling Agency, including the homebuyer, post-purchase and financial education classes, counseling programs (financial, pre-and post-purchase counseling), and other special projects and workshops
- Develops the annual operational plan for programs and work plans for individual staff and monitors and ensures that the objectives and goals are being met according to the established timelines
- Develops and manages the program budget and approves program expenses
- Develops and implements policies and operating procedures for education and counseling programs
- Works to diversify and secure sources of funding to support Homeward programs

- Works with Executive Director to develop and implements strategic plan for programs to ensure that the HOC is meeting the needs of the community and the program is sustainable and viable including exploring and implementing new business lines that enhance or expand services
- Monitors and oversees program data management, reporting and ensures compliance requirements are met
- Evaluates service delivery methods and workflow to improve efficiency and programming
- Performs monthly file audits with all program staff and facilitates monthly team meetings to ensure program compliance and best practices
- Manages production of program evaluation and assessment tools
- Writes all grants related to Programs and ensures all quarterly and annual reporting requirements are met, coordinating with Fundraising Manager
- Participates in donor appeals, fundraising and volunteer appreciation events

OPERATIONS

- Manages operations and administrative functions for the office
- Develops and implements administrative and operating procedures and policies, in conjunction with the Executive Director, and provides training and direction to staff
- Reviews and approves all operating and administrative expenses and monitors administration / operations budget
- Provides operations/administration/technology orientation to new staff and trains existing staff on operational protocols
- Manages, troubleshoots and upgrades Homeward's technology including server, staff computers, network, software, printers and other equipment with the assistance of technology consultants
- Develops and implements technology policy and procedures
- Develops and maintains a technology plan for the organization's technological growth and improvement
- Performs human resources functions for the organization, such as assisting with the administration of benefits and annual benefits renewal process, developing and administering the hiring and interview procedures, developing and implementing personnel policies and procedures, and revising the employee handbook
- Serves as the point of contact for human resources and personnel issues for staff and with HR consultant

LEADERSHIP AND MANAGEMENT

- Serves as back-up for Executive Director with signatory authority
- Works with Leadership Team to implement strategic plan in terms of the organization's current activities and its projected growth
- Participates in Personnel and Policy decisions for Homeward
- Works with the Leadership ongoing and special projects, such as the compensation study, organizational strategic plan, business plan, business continuity plan, etc. and serves as the project manager for such projects
- Supervise direct reports and provide performance evaluations
- Participate in applicable Board Committees and attend all Board meetings
- Provides staff assistance to the Board of Directors including maintaining official Board binders and assists the Executive Director with special board projects
- Establishes and maintains relationships with funders, stakeholders, community partners
- Ensures effective communication between Program and Operations department and other team members

GENERAL RESPONSIBILITIES:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar.
- **Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff' Provides regular performance feedback; Develops subordinates' skills and encourages growth.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Aligns work with strategic goals.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Work Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Workload Management** – Responds to urgent needs/issues in a timely manner; identifies and assists with resolving conflicting priorities; Identifies opportunities for workload capacity sharing (appropriate delegation).

LEVEL OF INDEPENDENT DISCRETION / CONSEQUENCE OF ACTIONS: This person, within the parameters of Homeward policies and procedures, exercises a moderate level of independence in decision-making. Significant errors in judgment may cause serious financial and /or legal repercussions for Homeward.

WORKING/ENVIRONMENTAL CONDITIONS: Most work occurs in normal work environment. Physical effort may be required to do the following: sitting, standing, walking, bending, reaching, transporting supplies, keyboarding, repetitive motion and operating electronic equipment.