



About Lawrence CommunityWorks

Lawrence CommunityWorks, Inc. is a community development corporation that weaves together community planning, organizing, and asset-building efforts with high-quality affordable housing and commercial development to create vibrant neighborhoods and empowered residents. By facilitating conversations and action on community priorities, LCW engages partners and a network of youth and adult residents in opportunities to move themselves and the city of Lawrence forward.

The **Asset Building Department** provides financial, homeownership, and foreclosure prevention services with the objective of helping low- and moderate-income residents achieve greater financial stability and long-term upward economic mobility. We accomplish this by delivering services that equip residents with financial knowledge and skills, provide ongoing social and community support, and present an empowering and motivating environment that fosters ongoing personal and community progress and success.

Position: Homeownership Center Manager

The Asset Building *Homeownership Center (HOC) Manager* will provide direct daily oversight of AB's *Homeownership Center*, providing Pre and Post Purchase and Foreclosure Counseling, as well as First Time Homebuyer, Home Safe, Landlord Training Workshops and Foreclosure Information Sessions. The goal of Post Purchase/Foreclosure is to stabilize homeownership of individuals and families in Lawrence to avoid foreclosure, and help homeowners understand their responsibilities and resources available to them. The goal of Pre-purchase counseling and First Time Homebuyer workshops is to help clients through the entire process of buying a home for the first time.

Responsibilities

Homeownership Center Manager:

- Oversee the operation of HOC programs and designated staff and volunteers to maintain adherence to all workflows and standard practices which include but are not limited to: the intake process, file maintenance, counseling activities, education workshops, outreach, and data management.
- Set and coordinate HOC workshop schedules and events both internal and external and ensure proper course delivery, in both classroom and virtual settings.
- Ensure HOC meets and exceeds operational standards and guidelines as established by the National Industry Standards for Homeownership Education and Counseling, NeighborWorks, UnidosUS, HUD, CHAPA as well as other funders according to contracts and funding agreements.
- Maintain staff productivity and efficient workflows to meet the needs of our members and department goals.
- Coordinate proper schedule of counseling appointments to ensure proper coverage and program volume.
- Produce and provide required HOC reports and program analysis to the Director of Asset Building.
- Serve as agent of LCW in homeownership industry partnerships, collaborations, and meetings, particularly but not limited to CHAPA, MassHousing, and MHP.
- Conduct marketing and outreach of HOC services and recruitment of participants.
- Identify and screen guest speakers for the programs.



- Engage and connect members and foster network activities according to LCW Network engagement principles.
- Participate in organization-wide initiatives as assigned by the Program Director.
- Attend required training and recommended professional development training.
- Any other duties as assigned by Director and/or Senior Management.

Qualifications

- Exceptional customer service skills
- High school diploma or equivalent
- Excellent organizational skills and ability to proactively manage multiple priorities
- Energetic work attitude
- Accurate and detailed data management and record keeping
- Analytical, results oriented, critical and independent thinker
- Excellent written and oral communication and interpersonal skills
- Teamwork and collaboration skills
- Bilingual - Fluent in Spanish and English
- Strong computer skills (MS Office Suite, Email, Web)
- Self-starter who can work independently
- Highly dependable, flexible and punctual
- Must have transportation and able to travel occasionally
- Demonstrated ability to build and maintain multi-level relationships and networks – junior and senior, for-profit and nonprofit, and with diverse backgrounds
- Willingness to learn, absorb, and practice LCW's *Network-centric* approach to community-building
- Remain focused in the face of pressure, deliver against timelines, not intimidated by tasks/time limitations

This is a full-time salaried position, typically Monday – Friday 10 a.m. – 6p.m., with some evenings and Saturdays required.

Compensation and Benefits

Salary: commensurate with experience

Benefits: Health, Life, Dental, Retirement, Vacation, Personal, Sick, and other fringe benefits

Please send cover letter and resume to:

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