

THE RESURRECTION PROJECT

Job Description



Position Title	Home Purchase Services Team Leader
Supervisory Relationship	Associate Director of Homeownership
Organization General Description	After 28 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project (TRP) has grown to become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human service delivery to create vibrant, healthier, and involved communities. Our efforts have resulted in leveraging more than \$500 million in community investment.
Pillar Purpose	TRP's Community Wealth Building Pillar builds financial empowerment and lays the foundation for economic vitality so individuals and business owners can directly invest in the community and have a visible stake in its destiny. Individuals and families are placed on the path of financial stability through financial coaching, homeownership education, foreclosure prevention, and access to affordable and appropriate financial products. TRP was recently designated as a Community Development Financial Institution (CDFI).
General Job Description	<p>We are looking for a qualified Home Purchase Services Team Leader (TL) to manage our teams and provide effective guidance on best practices on Home Purchase. The TL will be responsible for supervising and managing team members on a daily basis. As a manager, you will be the contact point for all team members, so your communication skills should be excellent. You should also be able to act proactively to ensure smooth team operations and effective collaboration. Ultimately, you should lead by setting a good example and engage the team to achieve goals.</p> <p>The TL is a member of the Financial Wellness department and the Community Wealth Building Pillar and works with other staff to further TRP's mission through the promotion of financial capability, sustainable homeownership, and wealth building.</p>
Job Duties and Responsibilities	<ul style="list-style-type: none">• Create an inspiring team environment.• Building, maintaining and encouraging a productive working relationship with all staff members.• Stimulating employees for achieving the desired results via positive methods and attitudes.• Ensuring that the morale of all your team members is positive, and providing a viable organization to meet the commitments.• Providing leadership that would encourage employee productivity and the responsiveness.• Carrying out supervisory responsibilities that include planning, assigning and directing the work of direct reports, appraising the performances, rewarding the best employees, addressing complaints, and resolving problems.• Discover training needs and provide coaching.• Listen to team members' feedback and resolve any issues or conflicts.• Recognize high performance and reward accomplishments.• Encourage creativity and risk-taking.• Facilitate financial education workshops (approximately 25% of time) for the community.• Manages program contracts and projects, as assigned, involving all relevant stakeholders and ensuring feasibility and goal achievement.• Create an inspiring team environment with an open communication culture.• Set clear team goals.• One-on-one Financial/Homeownership Coaching or Counseling as necessary.• Oversee day-to-day operation.• Monitor team performance and report on metrics.• Motivate team members.• Approximately 25% of time dedicated to TRP Unified Data System Responsibilities:

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- Continuously collect, enter, and use client-level data in the TRP Unified Data System, including Salesforce CRM.
- Manage all incoming data in Salesforce environment as detailed in the TRP Unified Data System SOP Manual.
- Maintain accurate data and reporting systems to effectively track client and program progress; adhere to all guidelines related to confidentiality of files and records.
- Coordinate with other TRP staff to offer Financial Wellness services to clients across departments and Pillars.
- Develop and maintain relationships and knowledge of programs with government agencies, local financing programs and other community resources.
- Cultivate, manage, and expand relationships with participants, leaders, community-based organizations and religious institutions, and partners to promote and further TRP's Financial Wellness goals and the organization's mission.
- Maintain required job skills and core professional competencies.
- Attend and participate in required educational programs and staff meetings.
- Perform other duties as assigned.

Essential Knowledge and Skills

- Bachelor's Degree is preferred.
- Bilingual in English and Spanish required.
- Decision making skills to be able to get things right ... most of the time.
- Must be able to spell out working procedures to staff.
- Must be able to motivate his/her team to getting the best from them.
- Ability to communicate instructions to workers; questions and inquiries must be sufficiently entertained, to avoid confusion and misinterpretation.
- TL must be able to resolve issues between team members and encourage healthy relationships between them.
- Must have good judgment to identify each team member's strengths and assign tasks to them based on their strengths to promote specialization and division of labor for faster results.

Special Working Conditions and Demands

- Willingness to work flexible hours as needed; evenings and weekends required.
- Access to a car, valid driver's license, and ability to travel within the metropolitan area and sometimes out of state.

Position Classification Updated By Preparation Date

Full-Time, Exempt
Financial Wellness Director
5/07/19

Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

Application Instructions

Please send resume and cover letter by email or mail. No phone calls please.

Contact Information

Email: trpjobs@resurrectionproject.org
Mail: Human Resources, 1818 South Paulina, Chicago, IL 60608
To learn more about The Resurrection Project and our Full Circle Homes initiative, please visit www.resurrectionproject.org and www.fullcirclehomes.org