



## **Family Services Coordinator/Specialist**

**Title:** Family Services Coordinator/Specialist  
**Direct Reports:** None  
**Reports To:** Manager, Family Services  
**Status:** **Temporary leave coverage (March-December 2026)**  
Full time 40 hours weekly  
Possibility of extension

### **Our Organization:**

Habitat for Humanity Southern Alberta (Habitat) is one of the only affordable homeownership providers in Southern Alberta, addressing a critical need in our community – helping hardworking families achieve housing stability. Through Habitat, children can put down roots and parents can start planning for a brighter future in a safe and secure neighborhood. With the help of sponsors, donors, community partners and volunteers, Habitat builds quality homes and helps families enter the housing market by purchasing homes through our affordable Homeownership Program. The program provides no interest mortgage payments which are used to build more homes for more families, creating a cycle of paying-it-forward as well as a sustainable financial model. Homeownership builds long-term stability and independence for families, while offering lasting, tangible benefits to our entire community.

Habitat for Humanity Southern Alberta was established in 1990 and now works in 13 communities across Alberta, managing a portfolio of over 250 families, with a multi million-dollar construction and land development program. To date, Habitat has partnered with over 400 families, impacting the lives of more than 1250 children. As part of the Family Services team, this role recruits and partners families into our Homeownership Program and manages all aspects of partnership throughout the many years families remain in the program.

### **Purpose**

The purpose of this role is to support Habitat's affordable Homeownership Program and initiatives in accordance with its mission and operational goals. This position is responsible for providing information and outreach to help transform the lives of families by connecting them with Habitat's innovative affordable Homeownership Program. Part recruitment and selection and part program development and delivery, this role is instrumental in supporting Habitat to accelerate family recruitment and occupancy targets, while preserving the integrity of the candidate selection process and availability of homes. From time to time, the Coordinator/Specialist, will be called upon to lead and execute special projects in the regions where we work to support the programs and services offered to applicants, partner families and Chapters to preserve the value of Habitat's portfolio of homes.

### **Responsibilities:**

- Responsible for the administration and coordination of Family Services programs and services
- Provide information and advisory assistance to internal and external clients
- Lead the recruitment of partner families through the coordination of applicant pre-screening and the application process
- Execute analysis, administrative tasks, and functions to ensure accuracy and completion of applicant files
- Manage applicant files within Family Services database(s) to establish service records



- Support families signed into partnership through the next steps of the program leading up to occupancy
- Lead in the preparation, administration, and execution of all client contractual documentation required
- Manage the legal and administrative processes and requirements of new, transitioning, or discharged mortgages
- Manage the administrative and financial functions related to mortgage processes
- Manage communication to families to ensure expectations and obligations are understood, resolving any concerns or conflicts, and elevating to management when required
- Support work done throughout Southern Alberta
- Take part in community engagement and development
- Assist with reporting and grant writing as required
- Support Habitat to achieve family recruitment and occupancy targets for all communities served

### **Qualifications:**

- Bachelor level University Degree, or demonstrated equivalent
- 5+ years of experience in the development and delivery of human services
- Models and delivers exemplary customer service in the representation of Habitat with families, community contacts, Habitat staff & volunteers, donors and supporters, and members of the public
- Working knowledge of program design and evaluation of human services interventions with experience in quality improvement and analysis of outcomes
- Familiarity working with clients from diverse cultural backgrounds and an appreciation for cultural diversity
- Strong organization skills and high degree of accuracy and attention to detail
- Use of databases such as Salesforce in the reporting and monitoring of programs and services
- Proficient in Microsoft Office and Teams, including Word, Excel, PowerPoint, and Outlook
- Experience developing and maintaining positive relationships with key stakeholders
- Non-profit and/or affordable housing experience an asset
- Flexible schedule, able to work occasional evenings and weekends
- A driver's license and flexibility for travel within communities we serve
- A finance background will be considered an asset

### **Compensation:**

- Salary range \$52,000-\$60,000
- Employer paid Health & Dental Benefits
- Employee & Family Assistance Program
- Free Parking

### **Application Deadline:** February 6<sup>th</sup>, 2026

Please send your resume and cover letter together in one document with the subject line "FS Coordinator/Specialist" to: [jobs@habitatsouthernab.ca](mailto:jobs@habitatsouthernab.ca)

*Habitat for Humanity Southern Alberta is an equal opportunity employer. We thank all applicants for your interest in this position. Only those selected for an interview will be contacted. No phone calls or emails please.*