HANDS of Central Florida, Inc.

Deputy Director Position

Deputy Director
Housing and Neighborhood Development Services of Central Florida, Inc. (HANDS) – Orlando, FL

**Position:** Deputy Director  
**FLSA Status:** Exempt  
**Report to:** Executive Director

**Hours:** 40 hours per week, flexible hours depend on needs, may require some evening and/or weekend work

**Steps for Application:** Email resume and cover letter to jobs@ihpip.com.

Upon receipt you will be contacted to complete an online assessment and questionnaire. All elements must be submitted to be considered for this position.

**At-Will Employment:** You are free to terminate your employment with Housing and Neighborhood Development Services of Central Florida, Inc. (HANDS) at any time, with or without reason, and HANDS has the right to terminate your employment or the employment of others at any time, with or without reason.

Although HANDS may choose to terminate employment for cause, cause is not required. This is called "at will" employment. Most jobs at HANDS are funded by variety of grants, and fee for service programs. Continued employment is contingent upon receipt of those funds.

**Description:** HANDS’ vision is to assist individuals and families in Central Florida with knowledge to secure safe, affordable rental housing or apply for a home loan and downpayment assistance requiring eligible household income, credit score and savings. Our mission is to both develop single and multi-family affordable housing and provide education and private housing counseling services for clients who wish to become first-time homebuyers.

The Deputy Director is a new position working under the direction of the Executive Director (ED) in charge of revenue generation, internal operations and data driven performance management.

The Deputy Director will oversee HANDS’ counseling and construction grant invoicing, oversee HANDS’ programmatic planning and implementation of funding development functions for HANDS. The Deputy Director will be responsible for HANDS’ multi-family property replacement reserve requisitions, and assistance with single and multi-family construction administration to Executive Director.

The Deputy Director is also responsible for supporting the Executive Director in communicating HANDS’ vision, mission and goals through all external interactions. This includes the community-at-large and, specifically, to potential clients, community partners, City and County municipal departments, Lenders, funders, Board Members and professional associations by making effective use of a variety of approaches. Applicant must live in the Orlando-MSA upon hire. Full-time work from home will not be conducive with this position.

HANDS is a fast paced work environment with a team approach to all activities. There is a constant flow of information into and through the organization. The Deputy Director must be able to work with staff and leadership in a diplomatic yet creative fashion. Projects and grants will have deadlines and require flexible hours required to meet deadlines.
RESPONSIBILITIES:

- Partner with the ED in essential internal firm leadership activities (Board, administration, and organizational planning).
- Integrate operating infrastructure and functions with programmatic efforts, staff, Board and partners.
- Support in the creation of HANDS’ strategic plans, including program goals, annual and long-term goals and strategies.
- Oversee specific HANDS’ communication or program initiatives with (including but not limited to): Florida Housing Counseling Network, Florida Housing Coalition, Florida Housing Finance Corporation, Homefree.USA, Central Florida Housing Roundtable, Orlando Regional Realtor Association’s Foundation, Blink Tech. and local municipalities.
- Support Executive Director in communication with funders (City/County/State/Foundations)
- Assist with HANDS’ external audit compliance. Maintain annual grant logs of draw documentation and performance throughout year.
- Work with the Housing Counseling Supervisor and individual Counselors on auditing files prior to draw request and monthly draws and reports.
- Understand HANDS’ needs, strengths, strategies and programs to raise new funding opportunities.
- Communicate the mission and vision of HANDS and be able to translate it into compelling, persuasive and fundable concept and application for assistance or solo grant writing.
- Support with creation of Agency or Housing Counseling budgets and narrative development. Review/revision of chart of accounts.
- Assist Executive Director with research for grants or Board reporting.
- Identify best practices and improve internal systems and programs with an eye toward future needs in Homebuyer Education and services to Millennials.
- Maintain HANDS’ web listing of affordable apartments and Homes for Sale as well as keeping website resources updated.

QUALIFICATIONS:

- BA (required), MA (a plus)
- 3 years professional experience in development, hospitality, public relations, non-profit management, retail banking or single or multi-family property management.
- Knowledge of HANDS, interest and commitment to HANDS’s vision, mission, organizational expectations and shared values.
- Prefer individual to be a homeowner giving preference to someone from Central Florida who utilized one or more of the downpayment assistance programs in their home purchase for personal experience of the process.
- Demonstrate excellence in organizational and managerial skills.
- Excellent verbal, written, and interpersonal communication skills, including experience writing grant proposals and reports. (Sample of self-written grant or professional memo required with resume.)
- Excellent Excel and budget management skills
- Knowledge of Database systems and reporting
- Ability to read and write contracts, MOUs and facilities agreements
- Good judgment, creativity, cooperation skills and an enthusiastic attitude.
- Ability to establish and maintain effective personal relationships.
- Ability to work under pressure and to prioritize tasks.
- Excellent research and report generation skills.
- Resourcefulness, flexibility and initiative-taking – not needing constant direct management.
- Ability and temperament to work with sensitive information, maintaining strict confidentiality at all times.
- Ability to work independently as well as with others.
REQUIREMENTS:

- Must be authorized to work in United States
- Must pass a background check and drug test.
- Must have reliable transportation and a valid drivers’ license and provide proof of insurance.
- May be required to be flexible with work schedules and requests.

PHYSICAL REQUIREMENTS:

Employee in this position must have the ability to:

- Sit for extended periods of time.
- Stand and walk for a long period of time, bend over, reach overhead, grasp, push, pull and move, lift and/or carry at least 30 pounds to waist height.
- Enter data into a computer terminal/typewriter, operate standard office equipment, and use a telephone
- See and read a computer screen and printed matter with or without vision aids
- Hear and understand speed at normal levels and on the telephone.
- Employees in this position will be required to work indoors in a standard office environment, as well as frequently travel to participate meetings, events, fundraising campaigns, and marketing/promotion activities.

COMPENSATION:

Salary range is $57,000 - $65,000 commensurate with experience. HANDS offers a 401(k) option, term life insurance and short/long-term disability while employed, vision, dental and medical benefit packages for employees.

HANDS values diversity and is proud to be an Equal Opportunity Employer. HANDS will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin.

Job Type: Full-time

Required education:

- Bachelor’s degree

Required experience:

- in housing development, hospitality, public services, public relations or non-profit management, retail banking or single/multi-family property management: 3 years
- writing skills
- Word, Excel, and data base experience
- Smart phone proficiency