



Human Resource Technical Writer Volunteer

Supervisor and Department: Dana Griffin, Human Resources

Who You Are: You are process oriented and love focusing on details. You have strong writing skills and want to utilize them to benefit others. You want to be a part of a group of like-minded people that share similar values and look for an organization that welcomes everyone to be a part of the mission. You are seeking an opportunity to be part of something larger; more impactful. If this sounds like you, please allow us to introduce ourselves.

Who we are:

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all.

To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. The organization also works with existing low-income homeowners in formerly red-lined Denver neighborhoods to do critical home repairs. Throughout its 42-year history, Habitat Metro Denver has served more than 2,500 households and is the 8th largest producer in the Habitat U.S. network.

How We Succeed Together:

Habitat Metro Denver's **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.





Human Resources Technical Writer Volunteer

Overview: A technical writer understands and communicates technical aspects of a policy, procedure or process to both technical and non-technical users. Technical writers produce high-quality formal and informal manuals, procedures, specifications, and training materials by gathering, compiling, validating, and verifying relevant data from subject matter experts within the project team. This position may serve multiple departments in compiling, reviewing, updating and creating/writing policies and procedures related to Habitat operations including but not limited to: all people related functions.

Major Responsibilities:

- Become a Habitat for Humanity ambassador by embracing our Cultural Blueprint
- Develops Standard Operating Procedures (SOPs), instruction manuals, training materials, policies, procedures, and work instructions.
- Determines the clearest and most logical way to present information for greatest reader comprehension.
- Generates innovative ideas for content and workflow solutions.
- Researches best practices and meets with subject-matter experts to ensure specialized topics are appropriately addressed
- Disseminates technical information in easy-to-understand language for a non-technical audience.
- Analyzes information required for the development or update of policy, procedure, and form documentation.
- Reviews and/or copyedits content developed by other members of the team.
- Ability to research best practices and apply them to Habitat specific needs .
- Other duties as assigned.

Time Commitment: 2 - 8 hours per week; more if someone was wanting additional hours. Can be on-going commitment or project-based.

Knowledge, Skills & Abilities:

- Ability to pass background check
- Background in Human Resources, helpful but not required.
- Relevant education (degree in English, Communications, etc) or work experience related to technical writing, to include development of SOPs, instruction manuals, training materials, policies, procedures, and work instructions.
- Excellent oral and written communication skills, strong interpersonal skills, and superior organizational abilities
- Fluency in technical and common office software (i.e., Microsoft Word, Excel, and PowerPoint)
- Ability to take initiative, to maintain confidentiality, to meet deadlines, work independently and work in a team environment is essential.
- Ability to prioritize and execute tasks in a fast-paced environment.
- Exceptional analytical and conceptual thinking skills
- Ability to multi-task and rapidly adapt to change.

Training:

- Habitat Volunteer Orientation
- How to access data bases to see what currently exists, organize it and determine gaps;
- Review of P&P that needs updates vs. creation from ground up

Location: Remote or at the Habitat Main Office; 7535 E Hampden Ave, Suite 600. If in office, Mondays or Thursdays are preferred.

**Impact:**

A set of clear, current, accessible policies is the backbone of a successful organization. With them, staff and volunteers can act independently and confidently in support of Habitat's mission and purpose. "If you can't explain it simply, you don't understand it well enough." – Albert Einstein. Effective documentation benefits everyone by providing a self-service mode of help and learning.

Volunteer Benefits:

- ✓ Camaraderie with a welcoming team of staff and volunteers (including BBQ's/happy hours/formal recognition events)
- ✓ Habitat swag
- ✓ 25% off select items at the 4 Metro Denver Habitat ReStores
- ✓ Develop professional skills and leadership skills
- ✓ Scholarship towards a week-long Habitat Denver Global Village Trip after one year of service