



Job Posting

Become part of an organization that is celebrating its 20th year of providing on-site health, education, and employment services to children, families, and seniors living in low-income neighborhoods. **Project Access Resource Centers** are embedded into the fabric of the community as a physical presence on-site, in residents' own backyards, thereby eliminating the geographical barrier of access to social services. In 2018 Project Accesses provided services to over 16,000 residents in 12 states (and growing). To learn more about Project Access, please visit <https://www.project-access.org> and <https://www.facebook.com/ProjectAccessOrg/>.

Under the direction and guidance of the Program Director, the **Regional Manager, Resident Services**, is responsible for ensuring key initiatives and core services are implemented by managing processes and leading a team of Resident Services Coordinators. Responsibilities include development of resource center budgets, overseeing internship program, assisting in the developing/refining program concepts for submission to grantors, serving on ad hoc committees, building relationships in the community/acting as an ambassador for the organization, and participating in Project Access events.

A significant amount of time will be spent in the field supervising a team of Resident Services Coordinators located in the counties of Alameda, San Francisco, and Contra Costa. This position works independently, is managed remotely, and is suited for someone who thrives in an environment with a high degree of autonomy and accountability.

Interested in more details?

Schedule: This is a full-time, exempt position with a work schedule of Monday-Friday and may include evenings and occasional weekends due to travel.

Benefits: Project Access pays 100% of the employee's medical plan, dental, vision, life insurance and EAP premiums; provides Paid Time Off, 12 paid Holidays, and a 401(k) plan with a 4% employer match.

Work location: This position is based in Oakland.

TO APPLY: please email your cover letter and resume to humanresources@project-access.org with "Regional Manager – Region 3" in the subject line. Your cover letter should summarize how this position aligns with your qualifications and interest in terms of our service delivery model.

POSITION RESPONSIBILITIES:

Leading & Developing Staff

- Provide support to staff to assure adherence of Project Access organizational policies and procedures
- Recruit, interview, select, train, and supervise staff and volunteers
- Work with staff to set annual measurable goals and objectives and regularly review progress toward achievement of goals
- Lead staff to maintain standards of performance, attendance, punctuality and conduct in order to maintain effective and efficient operations and provide quality services
- Assist staff with the development of strategies and goals related to client outreach and retention
- Work with staff to develop annual budgets, approve site-related expenses, and provide oversight for assuring fiscal responsibility
- Assist staff with onsite program development and evaluation
- Attend health fairs and site-level events
- Develop into staff - provide guidance, direction, and empower; provide staff development opportunities

Administrative

- Review Resident Services Coordinator's monthly reports and record partnership data in the database system; ensure quality services are being provided
- Collect and approve a variety of staff generated documents and reports; i.e. timesheets, newsletters, expense and mileage reports, etc.
- Manage the set-up of new Family and Senior Resource Center sites, which can include out-of-state locations, and coordinate the ordering of all needed supplies, equipment, and resources
- Work with staff to secure third-party service provider Agreements and necessary insurance documentation prior to launching services
- Obtain Annual Report content and assist with obtaining photos and information to generate "Thank you" gifts for funders and donors

Program Delivery

- Network with community service agencies, schools, and other providers, to expand existing programs and to create new program ideas that involve partnerships and collaborations (in partnership with Resident Services Coordinators, other Resident Services Managers, and Director of Resident Services & Social Impact).
- Assist with collaborating with local colleges and universities to enlist service learning students, interns, and volunteers, and make linkages where assistance is needed at the corporate office and at Resource Centers.
- Serve as a "floater" and fill-in at Family and Senior Resource Centers as necessary
- Assist with coordinating special programs

QUALIFICATIONS (Education, Experience, Skills, Credentials):

- Bachelor's Degree required in Social Work, Human Services, or closely related field
- Minimum of three years management experience; preferably in the nonprofit field
- Demonstrated supervisory skills with ability to lead a team and achieve results; experience in budgeting, supervising programs, and supervising program evaluation
- Demonstrated strong organizational skills; excellent written and verbal communication skills
- Works effectively in an entrepreneurial, collaborative environment and is able to direct and work in harmony with a diverse group of highly motivated and capable individuals
- Demonstrated relationship-building skills; possesses solid judgment, critical thinking skills, and a sense of teamwork and community
- Intermediate skill level with MS Office (Excel, Word, Publisher) and Outlook
- Valid CA Driver's License, clean driving record, and current automobile insurance
- Able to successfully clear Live Scan, and background check
- The physical activity of this position includes ability to: stand or walk majority of shift, bend, kneel, and reach frequently. Able to lift up to 30 pounds to include large boxes of food for supplemental food program.

The above list of job duties is not exclusive or exhaustive and the job holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the position.

Equal Opportunity: Project Access, Inc. is an at-will and equal opportunity employer and seeks to employ and assign the best qualified personnel in a manner that does not discriminate based on race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status or any other status or characteristic protected by law.