



Job Posting
Regional Manager, Resident Services for Region 7
Tennessee

Become part of a caring, committed, and dynamic team that provides on-site health, education, and employment services to over 20,000 children, families, and seniors living in affordable housing and work force affordable neighborhoods across the country. Our goal is to keep family members employed, children in school, and seniors active. To learn more about Project Access, please visit <https://www.project-access.org> and <https://www.facebook.com/ProjectAccessOrg/>.

POSITION SUMMARY: Under direction and guidance of the Program Director, the Regional Manager, Resident Services for Region 7, is responsible for ensuring key initiatives and core services are implemented by managing processes and leading a team of Resident Services Coordinators. Includes development of resource center budgets, overseeing internship program, assisting in the developing/refining program concepts for submission to grantors, leading an ad hoc committee, building and stewarding relationships in the region/acting as an ambassador for the organization, and participating in Project Access events.

As an ideal candidate for this position, you are an independent worker who thrives in an environment with a high degree of autonomy and accountability. You possess excellent relationship-building and management skills, with an ability to immediately build rapport with staff, residents, and external stakeholders.

Once COVID-19 restrictions lift, a significant amount of time will be spent traveling and in the field supervising a team of Resident Services Coordinators located in the following states: IL, MD, NC, SC & TN. States are subject to change based upon needs and growth of the organization. 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.

As a Social Service Agency, we provide essential services to include managing onsite food distribution programs. During the pandemic, we have continued to serve our residents through a combination of onsite and virtual programming.

DETAILS:

Work schedule: This is full-time, exempt position with a work schedule Monday through Friday and may include evenings and occasional weekends as needed.

Benefits offered: Project Access pays 100% of the employee's medical, dental, group life insurance, short term disability, and EAP premiums; provides Paid Time Off, 12 paid Holidays, and a Safe Harbor 401(k) with company contribution. Vision and Voluntary Life Insurance is available at employee cost.

Work location: This position will be based at a Project Access Family Resource Center – in the city of Madison or Antioch, Tennessee.

TO APPLY for this enriching opportunity please email your cover letter and resume to hrpa@project-access.org with "Regional Manager – Region 7" entered in the subject line. Your cover letter is to summarize how your qualifications meet the position requirements.

POSITION RESPONSIBILITIES:

Leading & Developing Staff

- Manage direct reports in a collaborative, team-based environment to ensure program quality and adherence to Project Access organizational policies and procedures
- Work with Programs Director and Corporate staff to set annual measurable goals and objectives for region; collaborate across departments and teams, as needed, to ensure outcomes and program goals are met with quality
- Conduct quality assurance via supervision/meetings with staff and data oversight to assure program standards and targets are met
- Assist staff with the development of strategies and goals related to resident outreach and retention
- Work with staff to develop annual budgets, approve site-related expenses, and provide oversight for assuring fiscal responsibility
- Drive staff towards program outcomes; provide coaching to staff to support data collection skills and organizational learning
- Coach staff to develop new partnerships and stewarding existing ones
- Interview, train, and supervise staff and volunteers
- Empower strengths of staff members - provide guidance, direction, and staff development opportunities
- Support staff by attending site-level events, coordinating special programs, and serving as a "floater" to fill-in at Resource Centers as necessary

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

Relationship Management

- 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 Program Director).
- 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.
- Cultivate and ensure strong relationship with on-site property management through consistent and regular communication and touch points

QUALIFICATIONS (Education/Experience/Skills/Certifications):

Education

- Bachelor's Degree in Social Work, Human Services, or related field

Experience

- Minimum of three years management experience; preferably in the nonprofit field
- Experience in budgeting, supervising programs, and supervising program evaluation
- 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

Skills

- Demonstrated supervisory skills with ability to lead a team and achieve results
- Effective communication skills with the ability to connect quickly and authentically with people from a variety of professional and cultural backgrounds
- Excellent writing skills
- Strong work ethic and optimistic attitude, with a willingness to be flexible
- Demonstrated relationship-building skills; solid judgment; critical thinking skills
- Strong time management, administrative and organizational skills.
- Commitment to diversity and inclusion
- Intermediate skill level with MS Office (Excel, Word, Publisher) and Outlook

Credentials/Certifications

- Valid TN Driver's License, clean driving record, and current automobile insurance
- CPR & First Aid certified
- Successful completion of background check and LiveScan

Physical Job Requirements

- The physical activity of this position may include minimal lifting, bending, walking, kneeling, reaching, and step climbing. Ability to lift up to 30 pounds which may include large boxes of food for a supplemental food distribution 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.