



Job Posting
Coverage Manager, travel 65% time
Based in Raleigh, NC

Join the Project Access team and play a significant role in shaping Family Resource Center programs that impact the lives of youth, families, and seniors living in affordable and workforce housing communities. **Hear how their lives have changed:** www.project-access.org/success-stories/

POSITION SUMMARY:

The **Coverage Manager** is primarily responsible for traveling (65% of time) to Project Access family resource centers to support the overall development and coordination of programs and resident services during times of vacancies. This includes providing place based and virtual programs and services to respond to the needs of residents, monitor site budgets, assist in building relationships with key stakeholders and vendors to support vacancies, acting as an ambassador for the organization, and participating in Project Access events.

To be successful in this role, you are someone who thrives in a fast-paced environment, enjoys working with a high degree of autonomy, agility, and appreciates change and the opportunity to impact communities across different geographic locations.

DETAILS:

TRAVEL: 65% of time will be spent traveling in order cover vacancies at Project Access resource centers located in the South, Midwest, and East Coast (FL, GA, IL, TN, NC, SC, MD, and MS). Includes staying at a location for up to 5 days.

Work schedule/FSLA status: This is full-time, exempt position with a work schedule of Monday through Friday. 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, 13 paid Holidays, and a Safe Harbor 401(k) with a 4% match. Vision and Voluntary Life Insurance is available at employee cost.

Work location: This position is based in Raleigh, NC. It is remote; however, will work with Raleigh team and provide coverage at Raleigh resource centers when applicable.

TO APPLY for this enriching opportunity please email your cover letter and resume. Your cover letter is to summarize how your interest in our mission your qualifications meet the position requirements.

POSITION RESPONSIBILITIES:

- Provide on-site and remote resident services to Resource Centers with vacancies, which includes implementing core programs and services outlined in the Program Model and contracts. This includes connecting, engaging, and empowering residents across four initiatives: Economic Stability, Education for Youth and Families, Health and Wellness, and Community Building.
- Coordinate and deliver remote/virtual services which may include, but not limited to hosting virtual call-ins for homework help, check-ins with residents, one on one support services and workshops.
- Work with Program Director to examine, analyze, and evaluate the effectiveness of site vacancy strategies
- Nurture new and existing relationships with third-party service providers and vendors, establish agreements and necessary insurance documentation prior to launching services.
- Maintain collaborative relationships with on-site property managers through regular communication and meetings to address property and resident needs; actively solicit input to improve site services.
- Outreach and engagement: Maintain a community presence during site coverage through door knocking, tabling, meet and greets.

- Plan and facilitate events, including community building events that promote safe communities and strong connections among residents.
- Support on-site food distribution as needed.
- Provide residents with information and referrals to access community resources and support services.
- Publish monthly newsletters for vacant sites, including a calendar of events for distribution to residents.
- Monitor site budgets and spending for sites during times of coverage. Complete expense reports.
- Update resource directory of local service providers at sites and provide information and referral services using directory.
- 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, as needed.
- Fill in for Regional Manager vacancies, as needed
- Collect and record data to measure program outcomes to include monthly program attendance and evaluation; maintain documentation of work and complete required reports as needed for sites during times of coverage.
- In Raleigh, NC, use of vehicle to acquire program supplies and deliver to center, attend offsite trainings and meetings, etc. Business mileage reimbursed at IRS rate for sites within driving distance.

QUALIFICATIONS (Education/Experience/Skills/Certifications):

Education

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

Experience

- Minimum of two years of experience in delivering and coordinating programs and services to youth and adults
- Experience supervising staff
- Experience working with diverse populations demonstrating cultural humility and community awareness preferably in a nonprofit setting

Skills

- Strong customer service skills and social boldness (excels in outreach)
- A high level of verbal, writing, and listening skills
- Strong time management, administrative, and organizational skills
- Flexibility involving work hours, including weekends
- Effective time management skills and the ability to adapt quickly to changing situations
- Proficient with MS Office (i.e. Microsoft Word, Excel, and Outlook).

Credentials/Certifications

- Valid NC Driver’s License, clean driving record, and insured vehicle
- CPR & First Aid certified
- Successful completion of background check

Physical Job Requirements

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

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.

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