



Job Posting
Regional Manager, Resident Services for Region I I
CO & UT

Join the Project Access team and create impact in the lives of our residents. Hear from them and how their lives have changed: www.project-access.org/success-stories/

Project Access provides programs and services to over 22,500 children, families, and seniors living in affordable housing communities across the country. This is an exciting opportunity to join a growing nonprofit organization using placed-based resident services to support families at the nexus of an affordable housing crisis, social services, and equity. Join our 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

POSITION SUMMARY: Under direction and guidance of the Program Director, the Regional Manager, Resident Services provides strong leadership for the Resident Services Coordinators (RSC) working at Project Access Family Resource Centers. This individual ensures key initiatives and core services are implemented as outlined on the Program Model and contracts. They ensure staff have the resources and training necessary to lead a high-performing center and deliver on the Project Access mission. Areas of oversight includes resource center budget development, working in partnership with other functions to enhance volunteer/internship opportunities at the centers, assisting in developing and implementing programs, refining program performance, assessing each centers' performance and outcomes, leading committees, building and stewarding relationships in the region/acting as an ambassador for the organization, and participating in Project Access events. They also help ensure RSCs are aware of and adhere to safe practices and regulatory requirements.

To be successful in this role, you are someone who thrives in a fast-paced, dynamic organization. You recognize the needs of diverse stakeholders and approach relationships with a service orientation to ultimately maximize impact. You are an effective manager who enjoys developing others and proactively seeks opportunities to develop self and serve the organization. You are a champion for change and growth and excited about the opportunity to impact communities across different geographic locations. 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.

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.

Supervises: A team of 7 Resident Services Coordinators located in CO & UT, As the organization grows, additional resource centers, staff, and states could be added to the region.

Travel: 25% out of state

Salary Range: \$60,000 to \$65,000 annual, DOE

Benefits offered: Project Access pays 100% of the employee's medical, dental, group life insurance, short term disability, long 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: Remote position based in the Denver area

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

POSITION RESPONSIBILITIES:

Leading & Developing Staff

- Responsible for the performance at each Resource Center within scope of oversight, ensuring services included in contracting are being delivered; evaluates RSC monthly reports and records in database to ensure quality services and impact goals are met

- Develops annual goals in coordination with Program Director that are outcomes orientated and help build the Project Access brand and fulfill the mission
- Hires and leads all RSCs who work at each site, including recruiting, managing performance, creating a positive team environment, evaluates hours worked by each Coordinator to ensure they are not being overextended, managing Center coverage, ensuring safe work environments and ensures strong relationships with property managers, partners, volunteers, and residents are established and maintained
- Ensures all Resource Center staff and volunteers receive necessary training upon hire/start and continual development, including processes and policy guidance
- 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 maintain strong fiscal responsibility
- Assist staff with onsite program development and evaluation
- Develop staff - provide coaching, guidance, and direction; identify staff training needs and create opportunities for staff development
- Models and reinforces Project Access cultural values

Administrative

- Conduct regular site visits to connect with staff, meet with residents and property managers, and ensure safe practices and program compliance. Identify concerns, such as staff overallocation or needed resources, and escalate to Program Director as needed
- Partner with Program Director and Director of Social Impact to evaluate programmatic needs for each site, assessing demographic, property manager feedback, investor expectations, cost requirements, and analyzing available data
- Receive all escalated matters, including incident forms and property manager concerns
- 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
- Establishes relationships to continue to have a pipeline of investors and partners; includes universities, community service agencies, schools, and other providers to support sites
- Gather testimonials to help build the Project Access brand and demonstrate return to investors and partners, to provide as content for the Annual Report and to accompany “Thank you” gifts for donors and investors
- Performs other related duties to benefit the mission of the organization

QUALIFICATIONS (Education/Experience/Skills/Certifications):

- Bachelor’s Degree in Social Work, Human Services, or related field
- Minimum of three years management experience; preferably in the nonprofit field
- Experience in supervising programs and 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
- Demonstrated supervisory skills with ability to lead a team and achieve results
- Excellent written and verbal communication skills
- Demonstrated relationship-building skills; solid judgment; critical thinking skills
- Strong time management, administrative and organizational skills.
- Intermediate skill level with MS Office (Excel, Word, Publisher) and Outlook
- Valid Driver’s License, clean driving record, and current automobile insurance
- CPR & First Aid certified
- Successful completion of background check
- 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.

Project Access participates in E-Verify