



Job Description, 5/22/2023

Position Title: VP of Program Operations, Resident Services
Location: Corporate office in Orange, CA

If you're passionate about creating real impact in our communities, consider Project Access as the next step in your career. Driven by a mission to provide residents of affordable housing communities the opportunity to achieve self-sufficiency and maximize their full potential, we are committed to being a great place to work for a diverse workforce of people committed to a meaningful cause. Whatever your role at Project Access, you will play an essential role in helping us cultivate strong communities, positive changes, and hopeful futures.

About us:

Project Access operates Resource Centers in affordable housing communities and provides on-site health, education, and employment services to over 25,000 children, families, and seniors nationwide. We aim to provide families and seniors with the tools needed to stabilize and strengthen their lives. Project Access is a growing nonprofit and operates over 100 Resource Centers in 16 states with 135 employees.

Our core values play a constant role in how we operate our business:

- Respect & Support
- Empowerment
- Integrity
- Teamwork & Collaboration

The opportunity:

The VP of Program Operations, Resident Services, ensures excellent service and meaningful programs are delivered at each Resource Center. You will be responsible for ensuring quality programs and exceptional levels of services are provided to the residents served by Project Access. This role is responsible for assessing needs, tailoring programs to meet those needs, evaluating quality, and maintaining and growing long-term partnerships. You will also demonstrate advanced financial stewardship and business operations acumen, such as developing and proposing agreements that balance developer interests, while demonstrating an understanding of demographic needs and forecasting operating costs to cover all expenses.

The VP of Program Operations, Resident Services is a pivotal role that leads the department which delivers Project Access' mission, including opening new centers and managing existing centers while building strong relationships with property managers, residents, and program partners, and demonstrating impact through programming. You will play a key role in establishing new programming partnerships to continue to meet the needs of the communities Project Access serves through leveraging existing resources and providers. Working closely with other areas, such as training and analytics teams, you will drive and help articulate success measures and build a strong business case demonstrating short- and long-term impact for prospective strategic partners and stakeholders. You will provide programmatic guidelines, quality expectations, coverage and travel plans, and overall management of our national partnerships.

What you will be doing:

Key Responsibilities:

- Responsible for creating and executing the Program Plan (Operating Plan) with clearly defined objectives and Key Performance Indicators (KPIs) to drive performance and program efficacy, and effectively report status and outcomes.

- Ability to think strategically by providing frameworks for further growth and scalability with systems, people, and processes.
- Analyzes and monitors program performance data regularly, including surveys, population participation, and benchmark comparisons to ensure KPIs are met or used for further performance improvement activities.
- Executes business plans created by the COO, including Requests for Proposals, and/or remediation plans for improvement.
- Identifies and develops strategic partners across the nation, engaging with them to share the Project Access story, and retaining them to meet specific programming needs to demonstrate impact and ROI for internal and external stakeholders.
- Partners with Program Directors and other organizational leaders to create and ensure programming strategies (including guiding principles, target audiences, etc.) are leveraged for real-time decision-making.
- Evaluates ongoing resource needs related to staffing, center management, initiatives, and materials/equipment to support service delivery while maintaining quality and excellence.
- Maintains close relationships with partners to address critical program issues and topics to support and remediate as needed.
- Reviews annual program planning proposals and requested budgets provided by the Program Directors and Regional Managers to ensure initiatives are supported while being fiscally responsible.
- Collaborates with the Social Impact team by providing insights related to new short and long-term outcomes to ensure PA's impact and success measures are demonstrated effectively.
- In partnership with Program Directors, provides guidance on staffing and coverage plans to ensure continuity of services and contracted services are delivered.
- Supports ongoing staff training needs and provides input on potential new supports for consistent program administration and site management.
- Models and reinforces our cultural values.
- Performs other related duties to benefit the mission of the organization.

What you will bring along:

- Bachelor's Degree in Business Administration, Psychology, Social Services, Human Services, or a closely related field required.
- 10+ years of supervisory experience in operations, with social services/affordable housing/resident services experience highly preferred.
- Ability to be an independent senior contributor, providing the team with the direction and guidance required.
- Expert proficiency in budgeting and fiscal management to ensure fiscal soundness year over year required.
- Expert proficiency with data and analytics to leverage data to drive operational efficiency and quality further required.
- High proficiency in performance and process improvement activities.
- In-depth experience overseeing diverse programming in multiple locations or states required.
- Experience in coaching and developing high-performance teams required.
- Demonstrated track record of inspiring respect while maintaining an inclusive and collaborative culture required.
- Personal qualities of integrity, credibility, and a commitment to the Project Access mission.
- Excellent interpersonal and communication skills, listening, verbal, non-verbal, and written.
- Intermediate skill level with MS Office (Excel, Word, Publisher) and Outlook required. Smartsheet experience preferred.

Credentials/Certifications

- Successful completion of background check.
- Valid CA Driver's License, clean driving record, and current automobile insurance.

This job may be a great fit for you if:

- You are highly autonomous and have the proven ability to work independently with minimal direction.
- You are a skilled communicator with an exceptional ability to build positive rapport, inspire trust and guide remote teams toward achievement.
- You have a strong business acumen, with a strategic mindset for leadership and process development.
- You are confident, resilient, empathetic, with an entrepreneurial spirit.
- You maintain confidentiality and use good judgment, discretion, and sensitivity while handling issues.

Schedule: Full-time, Monday – Friday, includes evenings and weekends as needed

Travel: includes travel (approximately 30%) to visit Project Access sites, centers, and partners.

What we can offer you:

Annual Compensation: \$135,000-\$145,000 DOE, plus bonus

Benefits:

- Project Access pays for 100% of employee's premiums for medical, dental plan, term life insurance, long term disability, and EAP. Vision and voluntary life insurance available at employee cost.
- We offer Paid Time Off and 14 paid holidays
- We offer a Safe Harbor 401(k) with 4% match.
- The ability to make a difference in the lives of people in communities across the country.
- You will be part of a growing, diverse, inclusive workforce, dedicated to creating positive changes for our residents. We commit to creating an inclusive environment where all can thrive, regardless of age, gender, orientation, sexual orientation, religion, or disability.

Excited about this opportunity? We're excited to meet you! **To apply**, please send your resume and a cover letter to anaccarato@project-access.org with "VPRS" in the subject line.

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