



Job Posting
Regional Manager, Resident Services, Region II
Remote in Denver, CO or Salt Lake City, 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/

If you're passionate about creating meaningful change and fostering equity in our communities, Project Access could be your next transformative career move. Our mission is to empower residents of affordable housing communities, providing them with the tools and opportunities to achieve self-determination and realize their full potential.

We're dedicated to cultivating an inclusive, diverse, and equitable workplace where all team members can thrive. At Project Access, we recognize that our strength lies in our differences, and we actively seek individuals from varied backgrounds, experiences, and perspectives.

No matter your role here, you'll be a crucial part of our collective effort to build resilient communities, drive positive systemic changes, and create pathways to sustainable futures. We believe in the power of community-driven solutions and are committed to amplifying the voices of those we serve.

By joining our team, you'll contribute to breaking cycles of poverty, addressing social inequities, and promoting economic justice. We invite you to bring your unique skills, lived experiences, and passion for social change to help us reimagine what's possible in affordable housing communities.

ABOUT US:

Project Access provides programs and services to over 27,000 children, families, and seniors living in affordable housing communities across the country. We strive to empower residents of affordable housing communities through our onsite services, aiming to create pathways for self-reliance and personal growth.

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/

The opportunity:

Under direction and guidance of the Senior Regional Manager, the Regional Manager, Resident Services provides strong leadership for the Resident Services Coordinators (RSCs) 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.

This job may be a great fit for you if:

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.

What you will be doing:

Leading & Developing Staff

- Responsible for the performance at each Resource Center within scope of oversight, ensuring services included in contracting are being delivered; evaluate RSC monthly reports and records in database to ensure quality services and impact goals are met
- Develop annual goals in coordination with Program Director that are outcomes orientated and help build the Project Access brand and fulfill the mission
- Hire and lead all RSCs who work at each site, including recruiting, managing performance, creating a positive team environment, and evaluating hours worked by each RSC to ensure they are not being overextended
- Ensure safe work environments and strong relationships with property managers, partners, volunteers, and residents are established and maintained
- Conduct quarterly site visits to centers 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
- Manage coverage for centers as needed.
- Ensure 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
- Model and reinforce Project Access cultural values

Administrative

- Partner with Program Directors 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

What you will bring along:

- 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 details:

Work location: Remote position based in Denver, CO or Salt Lake City, UT.

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

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

Travel: Regular visits to all resource centers in the assigned region, and as needed to provide coverage, onboard new staff, etc.

What we can offer you:

Annual compensation: \$60,000-\$66,000

Benefits:

- Medical plans, a dental plan, short-term disability, term life insurance, and an employee assistance program (EAP).
- Vision, ScholarShare 529 College Savings, Pet Insurance, Voluntary Life, Vol Accident, Vol Hospital, and Vol Critical Illness are optional benefits offered at 100% employee cost
- provides paid time off and 14 paid holidays
- Safe Harbor 401(k) with 4% company match.
- The ability to make a difference in the lives of people in communities across the country.

We encourage applications from candidates of all backgrounds, particularly those whose identities are underrepresented in our industry. Don't hesitate to apply even if you don't meet 100% of the qualifications. Our company values diverse perspectives and experiences, and we welcome candidates who may not check every box on the requirements list but who have relevant skills, enthusiasm, and potential. We believe our differences make us stronger

TO APPLY for this empowering opportunity, please send your introduction letter and resume to anaccarato@project-access.org with "Regional Manager" in the subject line.

Equal Opportunity: Project Access, Inc. is an at-will and equal opportunity employer, committed to creating an equitable and inclusive workplace. We value diversity in all its forms and actively seek to build a team that reflects the richness of our community. Our hiring practices are designed to identify and welcome talented individuals regardless of their race, ethnicity, cultural background, religious beliefs or practices, gender identity or expression, relationship status, age, neurotype, physical or sensory abilities, sexual orientation, military service history, or any other aspect of their identity protected by law. We believe that a diverse team leads to better ideas, more innovative solutions, and a stronger community impact. Our goal is to foster an environment where everyone can thrive and contribute their unique perspectives and skills.

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.

Project Access participates in E-Verify