Safe at Home Program Manager

Rebuilding Together Valley of the Sun (RTVOS) is a safe and healthy housing organization dedicated to improving lives and preserving affordable housing. We provide critical repairs and accessibility modifications at no cost to service recipients. Our impact extends beyond the individuals served to revitalize and stabilize vulnerable neighborhoods and communities across the Phoenix metro area.

Our efforts are strengthened by partnerships and collaborations with individuals, government agencies, private businesses, skilled craftspeople, civic organizations, churches, and community volunteers. Our mission to repair homes, revitalize communities and rebuild lives supports our vision of safe and healthy homes for everyone.

The Safe at Home (SAH) Program Manager is responsible for meeting the goals of Rebuilding Together Valley of the Sun’s Safe at Home Program. This program provides basic, but critical, home repair services and safety modifications to low-income homeowners throughout the year.

#### The SAH Program Manager is responsible for overseeing completion of fall prevention modifications and repairs for Safe at Home projects. Responsibilities include making home assessments, working with volunteers to do repairs, building relationships within the skilled/construction community to recruit both volunteer and paid skilled labor, volunteer training and management, overseeing the selection and completion of projects, and supporting data collection and reporting, warehouse and inventory management. This person will work with a variety of populations including seniors, individuals with disabilities, multi-generational families, volunteers, vendors, sponsors, and donors. The SAH Program Manager reports to the Community Programs Director but collaborates cross-functionally with other agency personnel.

As a staff person, you will be a member of our small, but mighty, work family. We care deeply about each other and the clients we serve. We value creativity, integrity, and empathy as we strive to build our team to reflect the diverse populations we serve.

**Essential Requirements**

*The ideal candidate will possess many of the following skills and experience:*

* Understanding and commitment to RTVOS mission and values
* Fluent Spanish speaker
* Must have knowledge of basic home repairs and willingness to learn new skills
* Impeccable organizational and project management skills, significant attention to detail and follow-through
* Ability to be flexible and adaptable, and maintain professional decorum under stress (with humor)
* The ability to effectively represent RTVOS and its programs and clients among diverse stakeholders, including making presentations and attending informational fairs
* Ability to work a flexible schedule, including weekends, and attendance at some evening events
* Ability to work independently and take initiative
* A reliable vehicle, valid Arizona driver’s license and proof of insurance
* Comfortable operating a pickup truck and forklift
* Strong customer service mindset with an effective and diplomatic, yet supportive communication style and the ability to enter client homes and businesses with respect
* Ability to excel in a team-oriented environment
* Ability to build effective relationships with people of diverse backgrounds
* Pass a background check and fingerprinting
* Computer literacy with Windows OS and web-based services: Word, Power Point, Google Apps, and Salesforce
* Must be able to lift 50 pounds and stand for long periods

**Safe at Home Program Manager Job Responsibilities**

Project management (50%)

* Conduct home assessments, including project scoping
* Coordinate and assist with wrap-up of unfinished renovation projects
* Work with volunteers and/or vendors to complete specific projects
* Track assignments and project completion
* Ensure: (1) projects are on track; (2) they have the necessary paperwork, information, materials, supplies, and labor to complete projects; and (3) the necessary documentation is completed
* Encourage on-site safety for volunteers, staff, and clients, including proper training, tools, and other resources
* Follow-up with homeowners and volunteers to ensure project completion and quality
* Conduct pre-and-post client surveys
* Support complete documentation and tracking in files, database and online systems

Volunteer/Client Management (15%)

* Manage pool of skilled volunteers and vendors to assist with home repairs, including mobile homes
* Recruit and train new volunteers
* Support lead volunteers: provide clear scope of work, manage client expectations, ensure they have the tools, materials, and information they need to complete their project
* Serve as a resource to troubleshoot and aid volunteers in planning scopes of work and technically challenging installations, and be available for visit sites
* Assist with corresponding to and acknowledging volunteers, donors and sponsors
* Lead by example

Strategy/Planning (5%)

* Work with leadership to establish, implement, and monitor annual Program goals
* Evaluate program impact and effectiveness
* Collaborate and share ideas with other RT affiliates, service providers, etc.

Public Relations, Outreach and Development (25%)

* Coordinate/attend outreach events
* Assist in development of stories for public relations avenues
* Develop relationships with community groups, city staff, trade groups and potential partners
* Work with Development staff to prepare information for grant requests and grant reports, including scopes of work, completed work, photos, homeowner profiles and final budgets
* Participate in special volunteer and donor events as requested

Warehouse (5%)

* Keep warehouse neat and organized
* Manage materials inventory including purchasing, donations, inventory controls and distribution.
* Ensure equipment is maintained

**Deadline for applications:** February 10, 2022

**Compensation:** Starting salary is $42,000- $46,000. RTVOS offers health, vision, dental, vacation, paid holidays, and sick leave.

**Location:** This position is based in our Mesa warehouse.

**Confidential Application Process:** Email your cover letter (Word or PDF document) summarizing your interest, fit with qualifications, and experience along with a current resume to [kelly@rtvos.org](mailto:kelly@rtvos.org). Please note “SAH Manager” in the subject field.

RTVOS provides equal opportunity employment without regard to race, color, gender, age, disability, religion, national origin, marital status, sexual orientation, ancestry, political belief or activity, or status as a veteran.