**Community Programs 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 Community Programs Manager is responsible for meeting the goals of Rebuilding Together Valley of the Sun’s Safe at Home and Community Revitalization Programs.

* Safe at Home provides critical repairs and home safety modifications to low-income homeowners, including installation of grab bars and other safety devices, and constructing ADA compliant wheelchair ramps, and stairs.
* The Community Revitalization program provides improvements to homes and community spaces for our signature events, National Rebuilding Day and Make a Difference Day; and engages volunteers with special projects year-round.

The Community Programs Manager is responsible for satisfactory delivery of all RTVOS programs and projects. Responsibilities include making home assessments, training and working with volunteers to do repairs, recruiting and managing volunteers and vendors to complete repairs, building relationships within the skilled trade/construction community to recruit both volunteer and paid skilled labor, overseeing the selection and completion of projects, and supporting data collection and reporting. This person will work with a variety of populations including seniors, individuals with disabilities, multi-generational families, volunteers, vendors, sponsors, and donors.

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:*

* Construction experience as a contractor, construction manager or project manager
* Experience in training and managing volunteers
* Experience in organizing large groups of volunteers
* Ability to deal with physically demanding requirements of the job including high heat and lifting a minimum of 50 pounds without assistance
* Strong customer service mindset and the ability to enter client homes and businesses with respect
* Excellent problem solver who knows when to ask for help
* Ability to build effective relationships with people of diverse backgrounds
* Impeccable organizational and project management skills
* Ability to be flexible and adaptable, and maintain professional decorum under stress
* The ability to effectively represent RTVOS and its programs and clients among diverse stakeholders
* Ability to work a flexible schedule, including weekends, and some events in the evening
* Ability to work independently and take initiative
* A reliable vehicle, valid Arizona driver’s license and proof of insurance
* Pass a background check and fingerprinting
* Computer literacy with Windows OS and web-based services: Excel, Word, Power Point, Google Apps, and Salesforce
* 5 plus years construction experience
* 3 plus years project management experience
* Bilingual a plus

**Community Programs Manager Job Responsibilities**

Program management

* Conduct home assessments, identify projects, complete project scoping
* Work with volunteers and/or vendors to complete projects
* Actively seek out, and coordinate with, project sponsors
* Maintain and strengthen sponsor relationships
* Track assignments and project completion
* Coordinate with other staff to 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
* Ensure on-site safety for volunteers, staff, and clients, including proper training, tools, and other resources
* Coordinate trash removal and recycling, as well as other green practices
* Coordinate building, encroachment, and other permit processes needed to complete repairs
* Manage vetting and procurement of outside vendors and sub-contractors.
* Nurture relationships with vendors for donations, discounts, and purchase of materials and labor to complete projects
* Follow-up with homeowners and volunteers to ensure project completion and quality
* Manage in-kind donor information on projects; work with development staff to oversee in-kind donation tracking and acknowledgements
* Support complete documentation and tracking in files, database and online systems
* Manage budgets and reporting requirements to Board and funders
* Manage materials inventory including purchasing, donations, inventory controls and distribution.
* Identify and resolve any program issues and client/vendor/sponsor conflicts.
* Supervise the maintenance and repair of fleet vehicles
* Develop and Lead Home Repair 101 workshops for clients and public

Volunteer/Sponsor/Client Management

* Manage pool of skilled volunteers and vendors to assist with home modifications, including mobile homes
* Manage large and small volunteer groups and vendors to assist with community projects
* 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
* Facilitate open communication between volunteers, clients, vendors and sponsors
* 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

* Establish, implement and monitor annual Program goals
* Assist in organizational planning and attend annual retreat.
* Evaluate program impact and effectiveness
* Collaborate and share ideas with other RT affiliates, service providers, etc.
* Attend and participate in mandatory trainings, staff meetings, and all other events as scheduled, including annual out-of-state trainings.

Public Relations, Outreach and Development

* Lead program outreach efforts
* 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, homeowner profiles and final budgets
* Participate in special volunteer and donor events as requested

Other duties as assigned

**Deadline for applications:** Accepted until a qualified candidate is hired.

**Compensation:** Anticipated starting salary is $45,000- $48,000. RTVOS offers health, vision, dental, vacation, paid holidays, sick leave and other competitive benefits.

**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. Please note “Community Programs 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.