



## **Program Manager - Southwest Minnesota Office**

**Rebuilding Together's Mission:** Repairing homes, revitalizing communities, rebuilding lives.

### **Overview**

The Program Manager will work with volunteers and staff to establish a Rebuilding Together presence and office in the southwest Minnesota counties of Cottonwood, Jackson and Nobles. Rebuilding Together provides fall prevention/accessibility modifications and home repairs for low-income homeowners. The Program Manager will office in southwestern Minnesota and report to the organization's Program Director in the Twin Cities.

### **General Duties and Responsibilities**

The Program manager is *not expected to personally carry out all duties described below*, but is given the responsibility and authority of overseeing them and must work in cooperation with the local advisory committees, local volunteers and organizational staff toward their successful fulfillment for the regional office in Southwestern Minnesota. *The thrust of the Program Manager is to create and document the use of a system around which to organize and on which to build this program or to maintain successful systems already in place.* This will enhance Rebuilding Together, as well as the quality and efficiency of the work year after year and beyond the term of service of any one staff member.

This position will rely heavily on community volunteers to perform some tasks through committee involvement. The Program Manager will be responsible for recruiting and managing these committees. It is important for the Program Manager to help committee members understand their specific role (what they need to do and by when) and for the Program Manager to facilitate communication and a good working relationship with and among committee members as well as organizational staff.

Specific duties shall be those duties assigned by the Executive Directors and/or the Program Director of Rebuilding Together Twin Cities including, but not limited to, the following:

- Network with strategic partners, community organizations and social service agencies for client referrals, volunteer recruitment and donor solicitations.
- Work with local Advisory Committee and local working committees to conduct organizational business and perform repairs within Cottonwood, Jackson and Nobles counties.
- Work to secure local funding and in-kind donations.

### **Volunteer Engagement Duties and Responsibilities**

- Serve as local entry point for all volunteer engagement requests.
- Maintain organizational database of volunteer information.
- Assess volunteer skills and coordinate with project staff to assign volunteers to appropriate tasks.
- Recruit volunteers as needed for local projects.
- Recruit volunteers to serve in leadership positions and/or for ongoing project teams.
- Act as liaison for community volunteer groups and corporate volunteer coordinators.
- Implement volunteer orientation, training and recognition programs.

## **Project Management Duties and Responsibilities**

- Assess client applications to determine eligibility for services. Work with Client Relations Committee to conduct site visits, assess and select projects for completion.
- Work with clients to determine the appropriate fall-prevention/accessibility and home modifications to be made at the client's home.
- Manage project expenses to meet budgetary guidelines.
- Investigate and resolve any client complaints or concerns.
- Provide training and day-to-day supervision of volunteers performing modifications at projects.
- Implement and maintain processes, procedures and timelines related to Rebuilding Together programs as outlined in Rebuilding Together procedures.
- Develop project day plans, work scopes and budgets for completeness and ability to provide complete successful projects.
- Review need for subcontractors and secure subcontracted services that align with Rebuilding Together policies, municipal rules and guidelines.
- Oversee tools and materials to ensure functionality of operations.
- Ensure Safety Program is constantly enforced on all project sites.
- Provide crisis management on job sites as needed.
- Provide supervision of volunteers on project days.
- Oversee completion of fall-prevention/accessibility and home modification projects.

## **Other Duties and Responsibilities**

- Ensure all project files (punch-lists and project close-out including accounting, contract sign off) are completely accurately, maintained, up to date and clearly marked for easy access.
- Conduct regular committee meetings for Advisory Committee and various working committees.
- Presentations to the organization's Board of Directors may be required at the direction of the Program Director or Executive Director.
- Provide financial reports, project documentation, metrics and outcomes as needed to central accounting office.
- Oversee office to ensure office functionality.
- Other duties as assigned.

## **Required**

- 4-year college degree or equivalent experience.
- Ability to work some evenings and weekends.
- General knowledge of the problems faced by low-income homeowners, older adults and persons living with disabilities.
- Knowledge of office management with excellent organizational skills.
- Ability to organize, handle multiple tasks and meet deadlines.
  - Proficient with Microsoft Office programs and data management, and proficient with the Internet.
  - Ability to compile and organize data.
  - Detail-oriented
  - Good problem-solving skills.
- Good verbal and written communication skills.
  - Good spelling, grammar, editing, proofreading and figure aptitude skills.
  - Ability to write general correspondence and reports.
  - Ability to speak, clearly understand and write the English language.
- Good interpersonal skills and ability to work as part of an interdisciplinary and/or remote team, as well as work independently when needed.
- Ability to develop presentations and speak in front of groups.

- Ability to lead groups.
- Must have a car, Minnesota driver's license and be able to drive day and evening hours.
- Flexibility

### **Preferred**

- Experience working in a non-profit.
- Construction related or home repair general knowledge.
- Knowledge of OSHA guidelines and safety practices.
- Supervisory and team-building experience.

### **Essential Physical Functions:**

- Telephone proficiency – this position requires 50% time client services via telephone.
- Type frequently.
- Drive sometimes.
- Sit frequently.
- Stand frequently.
- Walk frequently and ability to walk flights of stairs.
- Ability to climb a ladder.
- Use power tools.
- Lift 25 pounds or more.

### **Program Location**

*Rebuilding Together Twin Cities is located at 1050 SE 33<sup>rd</sup> Ave., Minneapolis, MN 55414. This position will establish a Rebuilding Together presence in the Southwestern Minnesota counties of Cottonwood, Jackson and Nobles.*