



Rebuilding Together Peninsula Program Manager Job Announcement

Organizational Overview

Rebuilding Together Peninsula (RTP) is a safe and healthy housing organization that believes community starts at home. We provide critical repairs, accessibility modifications and energy efficient upgrades at no cost to service recipients. Our impact extends beyond the individuals served to revitalize and stabilize vulnerable neighborhoods and communities across San Mateo County and the northern Santa Clara County communities of Palo Alto, Los Altos, Mountain View, & Sunnyvale. We are part of a national network of over 150 affiliates across the country.

Our efforts are strengthened by partnerships and collaborations with government agencies, private businesses, skilled craftspeople, civic organizations, churches and community volunteers. Every year, RTP bring thousands of volunteers and corporate sponsors together to preserve affordable housing and rebuild communities. RTP facilitates neighbors helping neighbors, enhancing dignity and pride for all who participate. For more information about the organization and our programs, visit www.rtpeninsula.org.

The Ideal Candidate

The Program Manager should be comfortable working with 9 other staff members, 3 AmeriCorps members, and hundreds of volunteers in a team-driven environment. It is critical that the Program Manager be detail-oriented and an effective problem-solver, while maintaining flexibility and a positive attitude to keep volunteers, vendors, and staff engaged in keeping projects on track. Comfort in facilitating and not controlling details and processes, and a strong belief that there is a place for both skilled and unskilled volunteers in making our construction programs successful, is critical to successful management of our NRD & Team Build programs.

Specifically, the Program Manager will be responsible for all overall planning, management and coordination of our volunteer-based repair programs. This involves collaborating with staff and AmeriCorps members to support and coordinate program logistics for the following programs:

- Roughly 50 concurrent National Rebuilding Day (NRD) projects between February-May. These projects are led by volunteer Construction Captains & Volunteer Captains, with support from our program staff, AmeriCorps and volunteers.
- 2-5 Team Build projects between May-September, co-led by the Program Manager with support from our program staff, AmeriCorps and Volunteers to provide teambuilding experiences for our corporate sponsors while also completing repairs for low-income homeowners and community facilities
- 3-5 Fall Block Build concurrent renovation projects from September-October, co-led by the Program Manager with support from our program staff, AmeriCorps and Volunteers, with the anticipation that these numbers may shift upwards with the NRD numbers possibly decreasing in the coming years as more interest and support for these projects grows

This person will work with a variety of populations including seniors, individuals with disabilities, multi-generational families, volunteers, vendors, sponsors, government entities, and donors. This is a full-time, exempt position based in Redwood City, and reports to the Associate Director.

Essential Requirements

The ideal candidate will have the following skills and experience:

- Impeccable organizational and program management skills, with the ability to see and convey big picture with significant attention to detail and follow-through, ability to work on multiple tasks in a growing and changing environment, and engage a variety of staff, AmeriCorps and volunteers in the process.

- Ability to be flexible and adaptable, and maintain professional decorum under stress (with humor).
- Ability to quickly and positively establish rapport, build relationships, and gain confidence and credibility with a diverse range of individuals from various ethnic, socio-economic, and living environments.
- Ability to excel in a fast-paced, team-oriented environment and desire to work with volunteers who provide and need varying levels of support.
- Basic understanding of and experience in construction (especially carpentry, plumbing, electrical and roofing), and willingness to learn.
- Exceptional communication skills including writing, public speaking, and meeting facilitation.
- Strong customer service mindset using a communication style that is effective, diplomatic and supportive.
- Comfort working on project sites to support clients, volunteers and vendors.
- Effectively utilize information technology, social media, and basic office software including Google Apps and MS Office. Familiarity with Salesforce databases a plus!
- Ability to effectively represent Rebuilding Together Peninsula and its programs and clients among diverse stakeholders in the community.
- Ability to perform duties with minimum of supervision and able to complete projects from start to finish, including taking on a leadership role.
- 3 years of program and/or volunteer management as an individual or within a larger organization
- Bachelor's degree or commensurate educational experience.
- Ability to deal with physically demanding requirements of the job including lifting a minimum of 30 pounds without assistance.
- Work occasional nights and weekends throughout the year, particularly in preparation for National Rebuilding Day (February-April) and Team Build projects. We offer flexibility to accommodate these obligations.
- Valid CA driver's license and road-worthy vehicle with proof of insurance.
- Pass a background check and fingerprinting.

Though not required, the following are helpful skills and experience for the position:

- RRP or OSHA training.
- Familiarity with building codes, including working with local Planning & Building permit processes.
- Bilingual in English & Spanish, other languages a plus.
- Knowledge of our service area, specifically from Sunnyvale to Daly City and along the San Mateo County coast.
- Basic budget management and accounting skills – both accounts payable and accounts receivable.

How To Apply

Deadline for applications: Accepted until a qualified candidate is hired. Initial phone interviews will begin June 25, 2018.

Estimated Start date: ASAP

Compensation: Anticipated starting salary is \$55,000-\$65,000. RTP is prepared to offer a competitive compensation package that includes health, dental and vision insurance to all regular full-time employees. Dependent coverage may be elected at the employee's own expense. RTP offers retirement plan benefits to eligible employees. In addition to standard sick leave and vacation accrual, RTP recognizes 13 paid holidays as well as an office shutdown for all business days between Christmas & New Year's Day.

Confidential Application Process: Email your cover letter (Word or PDF document) summarizing your interest, fit with qualifications, compensation requirements and experience along with a current resume to: Ms. Cari Pang Chen, Acting Executive Director of Rebuilding Together Peninsula at Jobs@RTPeninsula.org. Please note "Program Manager Application" in the subject field. Resumes must have a cover letter in order to be considered. For information about the organization, visit www.RTPeninsula.org.



Program Manager Job Responsibilities

Program Management (30%)

- Lead by example
- Responsible for the overall coordination and success of National Rebuilding Day and Team Build projects
- Manage appropriate site selection based on detailed site review, qualifications, mission, volunteer capacity and financial resources
- Ensure completion of all NRD and Team Build projects; coordinate and assist with wrap-up of unfinished renovation projects
- Assist Construction Program Director with warehouse planning and coordination, including coordination with staff and volunteers to support projects needing materials to be stored in or removed from the warehouse.
- Oversee and ensure complete documentation and tracking in files, database and online systems.
- Monitor and execute on annual program goals, ensuring complete project documentation, data collection and tracking in files and databases, as well as proper reporting
- Work with Development staff to prepare information for grant requests and grant reports, specifically government CDBG requests, including scopes of work, completed work, homeowner profiles and final budgets
- Work with AD, ED and bookkeeper to manage budgets and reporting requirements to Board and funders

Project management (30%)

- Be a hands on leader, stepping in to provide project leadership as needed.
- Conduct home assessments and coordinate with program staff to keep client information and documentation as complete and updated as possible
- Prepare and support the completion of an agreed upon scope of work between RTP staff, volunteers, and clients, including monitoring and coordinating completion of unfinished work
- Complete and submit required pre-project reports for publicly funded projects in a timely manner
- Establish expectations and encourage on-site and warehouse safety for volunteers, staff, and clients, including proper training, tools, and other resources
- Coordinate with Construction Program Director (CPD) all building, encroachment, and other permit processes needed to complete repairs, including obtaining fee waivers
- Nurture relationships with vendors for donations, discounts, and purchase of materials and labor to complete renovation projects
- Manage in-kind donor information on projects; work with development staff to oversee in-kind donation tracking and acknowledgements
- Plan and prepare a reasonable scope of work for Team Build projects
- Prepare for, participate in, and co-lead Team Build projects
- Coordinate post-project follow-up with homeowners and community centers – obtaining client surveys, testimonials, “after” photos and referrals for future clients

Volunteer/Sponsor/Client Management (25%)

- Supervise AmeriCorps | NRD & Team Build Client Services Coordinator to provide outreach, application, reporting, evaluation, and other general support to NRD & Team Build projects.

- Recruit, assign and manage expectations and responsibilities of Sponsors, Construction and Volunteer Captains, and non-sponsored volunteer (including youth and skilled construction) groups
- Recruit and manage approximately 100 volunteer project leaders, vendors and other staff to ensure: (1) projects are on track; (2) they have the necessary information, materials, supplies, and labor to complete projects; and (3) the necessary documentation is completed
- Build relationships within the community to recruit additional volunteer and paid skilled labor, as well as in-kind materials donations
- Manage program volunteers and vendors, including keeping their information and documentation as complete and updated as possible
- Engage volunteers, vendors, and in-kind donors in a productive and positive manner to support all projects
- Plan, create and produce forms, manuals, and related trainings for volunteer project leaders
- Lead homeowner orientations and relationship building; help manage client expectations
- 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
- Continue to make volunteer work meaningful, hands-on, simple and efficient
- Work in collaboration with and support other program staff and AmeriCorps members
- Support outreach and recruitment of potential applicants
- Celebrate the work of volunteers and sponsors

Strategy/Planning (5%)

- Work with AD to establish, implement, and monitor annual Program goals
- Assist in planning and attend annual Program Planning Retreat
- Provide AD with regular updates of program activities
- Help evaluate program impact and effectiveness
- Collaborate and share ideas with other RT affiliates, service providers, etc.

Public Relations, Outreach and Development (5%)

- Support outreach to partner organizations and community-at-large to secure client and facility applications
- Support the organization and increase community awareness of RTP through presentations and meetings with current and potential referral organizations, suppliers, skilled labor, sponsors, donors, community organizations, city departments and City Councils
- Help foster support from city staff and Council members in all cities in our geographic territory
- Assist in development of stories for public relations avenues
- Write periodic articles for newsletter and annual report
- Provide client and volunteer-based social media content as needed
- Participate in Dreams Happen (biennial children's playhouse auction) and any other special volunteer, donor, or fundraising events

Other projects as assigned (5%)