

Job Description

Part-Time Handy Helper Project Manager, Shepherd's Center of Charlotte

Summary

The Project Manager, under the supervision of the Executive Director and in collaboration with the Shepherd's Charlotte team, is responsible for overseeing and coordinating the operations of the Handy Helper Program. This program provides minor home repairs for older adults in our community to improve their safety and prolong their independence. The Project Manager will ensure the successful execution of projects, manage a team of volunteers, and maintain strong relationships with participants.

Key Job Responsibilities

Project Planning: Assess the participant's needs, prioritize projects, and develop detailed plans for each assignment. Coordinate with participants to schedule work and ensure they understand the scope and timing of each project.

Program Management: Oversee the daily operations of the Handy Helper Program, ensuring that all projects are completed within scope, in a timely manner, and to participants' satisfaction.

Volunteer Coordination: Manage volunteers to perform various home maintenance and repair tasks. Assign projects based on volunteers' skills and availability and ensure that all volunteers adhere to the organization's guidelines and standards.

Quality Assurance: Monitor the quality of work performed by volunteers to ensure it meets the organization's standards. Address any issues or concerns that arise during project execution.

Client Relations: Serve as participants' primary point of contact, ensuring their satisfaction with the repairs provided. Address any concerns or issues promptly and professionally.

Budget Management: Manage the program's budget, including tracking expenses, purchasing materials, and ensuring all projects are completed within the allocated budget.

Reporting and Documentation: Maintain accurate records of all projects, including client information, project scope, volunteer assignments, and expenses. Prepare regular reports on program activities and outcomes for the Executive Director and board.

Safety Compliance: Provide necessary training and equipment to volunteers to maintain a safe working environment.

Qualifications

- Strong alignment with the organization's mission and values.
- Ability to perform physical tasks related to home repair, including lifting, carrying, and operating tools and equipment.
- Demonstrated ability to collaborate effectively within a team environment.
- Excellent communication and interpersonal skills, offering an attitude of positivity and patience.
- Ability to multitask, prioritize, and manage time effectively.

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— IN COLLABORATION WITH —
SOUTHMINSTER