



## Campus Director—Men's Campus

**Job Title: Campus Director-Men's Campus-Downtown Raleigh**

**Reports to: CEO**

**Classification: Exempt**

**Organization Mission:** Raleigh Rescue Mission considers every position one of Christian ministry and every person a vital and valued part of our team. Therefore, it is essential that all the Raleigh Rescue Mission team members have a personal relationship with Jesus Christ and subscribe to our Statement of Faith. Every team member is expected to believe in and adhere to our Core Values of compassion, prayer, collaboration, excellence, and development. In doing so, our entire team is expected to be humble, open to learning new ways of doing things, and ready to step in to assist in any area of the Mission, as needed. We seek team members who are passionate about being extraordinary and faithful in their work and personal lives.

**Role Mission:** The Campus Director at Raleigh Rescue Mission is a newly created position. The successful candidate will be a self-starting strategic thinker and process-driven leader motivated by the opportunity to transform the lives of Raleigh Rescue Mission's clients. Guided by the mission's core values, the Campus Director will gain a deep understanding of operational functions and then work to evaluate, improve, and create metrics to measure progress towards organizational goals.

The Campus Director reports directly to the CEO and provides leadership, coaching, and support to several direct reports, including Directors, Managers & Supervisor. They will also be responsible for a team of approximately 50 staff members. In partnership with the CEO, the Campus Director will play a key role in assessing & developing an effective organizational structure to support continued growth.

### **Essential Job Functions:**

#### **Team Leadership and Development**

- Supervise overall team member- Case Manager(Client Success Manager), Peer Support Specialists(Ministry Support Specialists) all other managers & supervisors, ensuring consistent, high-quality services that support the physical, emotional, and spiritual needs of clients.
- Provide leadership and oversight of the Kitchen Manager and Assistant Kitchen Managers, ensuring efficient daily food service operations.
- Establish clear expectations and high standards for food quality, safety, and cleanliness, adhering to health and regulatory requirements.
- Support team member development and foster a culture of accountability and compassion.
- Monitor key performance indicators related to client engagement & team member engagement.
- Work to enhance collaboration across departments to ensure that service delivery is coordinated and responsive to individual needs.
- Develop and oversee individual and team goals, workplans, and performance benchmarks ensuring alignment with organizational goals and providing clear measurable goals.
- Foster an environment where clients are supported and empowered to achieve transformational goals.

#### **Operational Oversight**

- Maintain a strong understanding of team members' day-to-day responsibilities by regularly engaging with staff across all shifts to ensure operational effectiveness. Transform the strategic vision into strategic operation, identifying key metrics to track progress toward goals.
- Implement systems and processes across the operations to ensure proper data is collected for the defined metrics.
- Utilize the Traction model to drive strategic, ensuring priorities are clearly defined and operations is moving consistently toward goals.
- Provide oversight and ensure effective implementation of risk management, legal compliance, business insurance, property management, human resources, and information technology functions, policies, and procedures.
- Develop and manage the overall operations budget, partnering closely with each reporting director to monitor department budgets, ensuring accountability and alignment with organizational priorities.
- Provide regular updates of progress towards operational goals to the CEO, the leadership team, and the Board of Directors, ensuring clear communication of performance, key metrics, and strategic milestones.
- Partner with the CEO, the Board, and the team members to develop and refine strategic priorities.
- Manage the team member schedule to ensure full coverage across the every area of organization.
- Coach and develop team members, fostering a collaborative leadership culture throughout the organization.
- Reinforce training and development initiatives, ensuring the team is equipped with the skills, knowledge, and resources needed to perform effectively and grow professionally.
- Maintain open communication that provides thought leadership across cross-functional teams to encourage continuous improvement and enhanced operational effectiveness.
- Develop and implement the new hire onboarding training for each department.

### **Prioritize Client Success**

- Coach team members to follow an engaging and effective client onboarding process that supports early engagement and long-term success.
- Manage the team members in achieving defined client success metrics.
- Facilitate client phase up meetings and ensure agreed upon milestones are being met before clients' progress to the next stage.
- Identify and expand the internal and external resources to support clients in achieving their goals.
- Lead client feedback initiatives, including data collection and analysis, identifying and implementing appropriate solutions.
- Encourage and engage clients through a Christ-centered approach by following the CARE model & TCI model.
- Recognize and plan for potential obstacles for clients.
- Lead the team members to hold clients accountable for their scheduled activities.
- Develop and Implement strategies to build a pipeline and recruit new clients.

### **Document and Outcomes Management**

- Ensure team member compliance with SOPs for Mission Tracker documentation through regular audits and client case discussions.
- Document Phase up meeting actions to ensure they are completed before the client progresses to the next phase.
- Produce regular reports that capture progress toward team member and client progress toward goals.

### **Client Engagement**

- Build meaningful relationships with clients, encouraging them, participating with them during mealtimes, praying, volunteer activities, and engaging in meaningful conversations.
- Support the resolution of client escalations, as needed.
- Provide immediate feedback to clients recognizing positive behavior and/or to addressing behavior that does not align with program expectations.
- Ensure a full activities schedule is implemented on the floor in the evening and on weekends, promoting community engagement.
- Support de-escalation and crisis intervention efforts with a Christ-centered approach by following the CARE model & TCI while collaborating with the team members.

### **Adaption and Collaboration**

- Partner closely with cross-functional team members to advance clients through the program, ensuring a cohesive approach to client success.
- Facilitate client classes, as needed.
- Incorporate feedback from across departments, including vocational training, children's development, and training classes, to consistently strengthen client growth and program development.
- Provide insight and guidance in cross-team discussions, ensuring a culture of belonging, respect, and shared responsibility among colleagues.
- Provide solutions and direction for escalated issues, supporting resolution in a timely and effective way
- Facilitate smooth client exit transitions to minimize disruption.
- Proactively step into additional responsibilities as needed to support the Mission.

### **Required Skills and Abilities**

- Process driven with a demonstrated track record of uniting a diverse team around clear goals and defined metrics tracked through shared systems and distinct processes
- Entrepreneurial mindset with the ability to think strategically while implementing tactically
- Proven ability to lead, coach, inspire, support, and motivate diverse teams, including staff and volunteers, with varied functional responsibilities
- Understanding of the rewards and challenges of serving the economically vulnerable
- Strong ability to multi-task, prioritize, organize, plan, and manage multiple projects and schedules to meet deadlines and achieve desired outcomes
- Strong leadership and management skills that positively influence the Mission's culture
- Excellent communication skills with the ability to express ideas and interpret policies and procedures clearly, calmly and concisely, both verbally and in writing
- Strong problem-solving and conflict mitigation and resolution skills
- Resourceful and proactive in seeking information and resources to support and navigate complex challenges
- Sound decision-making ability aligned with the Mission's core values and mission
- Proficiency in Microsoft Office Suite and comfortable using reporting tools.

### **Education and Experience:**

- A bachelor's degree or higher from an accredited college/university
- 8 to 10 years of experience in operations, strategic solutions, systems management, human resources, or relevant field
- 5 years or more years of progressively responsible management positions with supervisory experience and direct responsibility for process development, systems creation, hiring, training, goal setting, performance assessment, and other operations functions

- Considerable knowledge of laws, policies, procedures, principles, methods, and techniques of efficient administration, including human resources, facilities and office management, technology implementation, evaluation of business operations, and budgeting.
- Familiarity or experience working with Gino Wickman's Traction model strongly preferred
- Experience working in a fast-growing organization with evolving systems and priorities.
- Demonstrated experience providing exceptional customer service to diverse groups of individuals, with a focus on responsiveness and professionalism.
- Valid NC driver license and the willingness to drive a 12-passenger van. *(A valid driver's license is required as well as a passing Motor Vehicle background check. Periodic MVR checks will be done to ensure continued ability to drive. If at any point you lose your driving privileges, it is your responsibility to report that to the Manager immediately.)*

#### Measurements:

- Support the organizational capacity goal of 95-100%.
- Achieve metrics associated with the New Life Plan Phases 1-4.
- Achieve a rating of 4 or above on a client satisfaction survey
- Satisfaction (engagement) scores annually.
- Schedule staff to fully cover 12-to-16-hour client services.
- Lead daily devotionals.
- Lead daily team meetings.

#### Physical Requirements

- Ability to lift up to 50 lbs.
- A typical shift will require sitting, standing, walking, and utilizing a laptop, sometimes for an extended period.
- Ability to use hands to lift, guide, and assist clients/children with assignments and life skills.
- Ability to maneuver around furniture/closets and kneel, squat, stoop, or bend at the waist.
- Ability to drive clients/children to appointments and off-site events.

#### Work Conditions

- Work onsite, indoors, outdoors, and potentially in inclement weather.
- This environment requires an individual to be prepared to assist with potentially adverse conditions that may arise in a residential setting. (Ex. Flooding due to plumbing failure; outbreak of illness.)
- The environment may have a high noise level.
- **This position will be part of a rotating on-call 24/7 leadership team for the support and operations of Raleigh Rescue Mission. The typical work week for someone in this role is 45+ hours weekly. Onsite work within these prime program hours of 7:00 am - 6:00 pm will flex based on meetings and other engagements.**
- Work one weekend (Saturday & Sunday) with the Friday before weekend off & the Monday after weekend off, every 4 weeks.
- Work 3 holidays a year within your 5 day work week.

#### Compensation and Benefits

- The salary range is expected to be \$95,000 to \$105,000, based on experience.
- A generous employee benefits package that includes health benefits, paid time off, paid holidays, and a 401(k)-retirement plan.

**This job description is not intended to be a complete statement of all duties and responsibilities. It is subject to change at any time.**