



Job Description for Campus Director

Job Title: Campus Director – Men’s Campus

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 Raleigh Rescue Mission Campus Director is a new position. The successful candidate will be a self-starting strategic thinker and process-oriented leader who is inspired by the opportunity to transform the lives of Raleigh Rescue Mission’s clients. Guided by the organization’s core values, the Campus Director will learn each operational function and then, help assess, refine, and create metrics to track success toward goals.

The Campus Director reports directly to the CEO and will coach and encourage several direct reports (including Directors, Managers & Supervisors) and a team of approximately 50. This person will assist the CEO assessing & developing effective organizational structure as we grow.

Supervisory Responsibilities:

- Supervisor of Client & Team Success, Client Success Managers, Peer Support Specialists, and Ministry Support Specialists.
- Kitchen Manager, Assistant Kitchen Managers

Essential Job Functions:

Operational Oversight

- Understands the day-to-day work of each member of the Raleigh Rescue Mission team, spending time with team members from all shifts regularly.
- Transforms the strategic vision into strategic operation, identifying key metrics to track progress toward goals.
- Implements systems and processes across the operations to ensure proper data is collected for the defined metrics.
- Uses the Traction model to keep strategic operations moving consistently toward goals.
- Oversees and ensures the successful implementation of risk management, legal, business insurance, property management, human resources, and information technology activities, policies, and procedures.
- Develops and manages the overall operations budget and works in partnership with each reporting director to monitor department budgets.
- Provides regular updates of progress against operational goals to the CEO, the leadership team, and the Board of Directors.
- Partners with the CEO, the Board, and the staff team to develop and refine strategic priorities.
- Manage the staffing schedule to ensure full coverage across the Client Success organization.
- Coaches staff, instilling a collaborative leadership culture throughout the organization.
- Reinforce training and development initiatives with the team.

- Promotes cross-department collaboration and team building.
- Maintain open communication and throughout leadership with the cross-functional team to strive toward continuous improvement.
- Develop and implement the new hire onboarding training for each department.
- Develops and oversees individual and team goals, workplans, and benchmarks for success in support of priorities and goals.

Prioritize Client Success

- Coach team to follow an engaging client onboarding process.
- Manage the team to meet client success metrics.
- Facilitate phase up meetings for clients and ensure agreed upon milestones are being met before clients are moved forward.
- Identify and expand the internal and external resources to aid clients in achieving their goals.
- Lead client feedback initiatives (Data collection, identify solutions, implement appropriate solutions).
- Encourage and engage clients with a Christ-centered approach by following the CARE model.
- Recognize and plan for potential obstacles for clients.
- Lead the team to hold clients accountable for their scheduled activities.
- Implement solutions to build a pipeline and recruit new clients.

Document and Track Outcomes

- Ensure the team follows SOP's for Mission Tracker documentation through audits and client review 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 goals.
- Produce regular reports that capture client progress toward goals.

Client Engagement

- Build relationships and encourage clients in the program, including sitting with clients during mealtimes, praying, attending volunteer activities, and engaging in meaningful conversations.
- Support the resolution of client escalations, as needed.
- Provide immediate feedback to clients to recognize positive behavior and/or to address behavior that does not align to the expectations.
- Drive a full activities schedule on the floor in the evening and on the weekends.
- Support de-escalation and conflict resolution of clients in crisis with a Christ-centered approach by following the CARE model and working collaboratively with a team.

Adapt and Collaborate

- Partner closely with cross-functional team members to advance clients through the program and deliver a cohesive approach to client success.
- Facilitate client classes, as needed.
- Incorporate feedback from the entire team (vocational training, children's development, training classes, etc.) to consistently improve client growth and program development.
- Offer insight and wisdom within cross-team discussions, while ensuring teammates and fellow employees always feel a sense of belonging and support vocal and collaborative, generous in offering your experience and ideas to help shape client and team growth.
- Provide solutions and direction for escalated issues.
- Facilitate smooth client exit transitions to minimize disruption.
- Willingly and proactively step in to assist in any area of the Mission, as needed.

Required Skills/Abilities:

- Process driven with a track record of uniting a diverse team around clear goals and defined metrics tracked through shared systems and distinct processes
- An entrepreneurial mindset with the ability to think strategically while implementing tactically
- The ability to lead, coach, inspire, support, and motivate a team of diverse individuals (staff and volunteers) with multiple functional responsibilities
- Understanding of the rewards and challenges of working with the economically vulnerable
- The ability to multi-task, prioritize, organize, plan, and manage projects and schedules to meet deadlines and achieve desired outcomes
- Strong leadership and management skills that positively influence the Mission's culture
- Ability to express ideas and interpret policies and procedures clearly, calmly and concisely, orally and in writing
- Strong problem solving and conflict mitigation and resolution skills
- A willingness to seek out information and resources to work through complex challenges
- The ability to make sound business decisions in line with the Mission's core values and mission
- Proficiency with Microsoft Office.

Education and Experience:

- A bachelor's degree or higher from an accredited college/university
- Eight to ten years of experience in operations, strategic solutions, systems management, human resources, or relevant field
- Five 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.
- Exposure to or experience working with Gino Wickman's Traction model strongly preferred
- Experience working with an organization in growth mode
- Experience providing exceptional customer service to diverse groups of individuals.
- 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 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 (engagement) score on an annual basis.
- Manage staff to fully cover 16-hour schedule 90%-100%.
- 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 of time.
- 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 offsite 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 must be on-call 24/7 for the support and operations of Raleigh Rescue Mission. The typical work week for someone in this role is 55-60 hours, weekly. Onsite work within these high impact range of hours 7:00 am - 6:00 pm. Schedule varies based on meetings and other engagements.**
- Work one weekend every 4 weeks and 3 holidays a year.

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