



## Job Description: Assistant Campus Director

**Job Title: Assistant Campus Director – Men’s Campus (Downtown Raleigh)**

**Reports to: Campus Director**

**Classification: Exempt**

**Organization Mission & Culture:** Raleigh Rescue Mission believes every role is a Christian ministry and every team member is essential. All team members are expected to have a personal relationship with Jesus Christ, affirm our Statement of Faith, and live out our Core Values of compassion, prayer, collaboration, excellence, and development. We seek humble, adaptable individuals who are committed to faithful, excellent service in both work and life.

**Role Summary:** The Assistant Campus Director helps lead operations for the Men’s Campus in Raleigh. This role supports the Campus Director, develops team leaders, improves systems and processes, and tracks performance metrics that advance client success and organizational goals.

This position reports to the Campus Director and leads multiple managers and supervisors across client services, ministry support, volunteer operations, and kitchen operations. The role also helps strengthen team structure as the organization grows.

### **Essential Job Functions:**

#### **Operational Oversight**

- Oversee daily campus operations and stay connected to work across all shifts.
- Turn strategic goals into clear processes, metrics, and reporting.
- Implement systems that improve accountability, data collection, and performance.
- Support key operational areas including staffing, budgeting, risk management, HR, IT, and facilities.
- Coach leaders, reinforce training, and build a collaborative, high-accountability culture.
- Partner with senior leadership to refine priorities and support organizational growth.
- Ensure staffing coverage and effective onboarding, goal setting, and team development.

#### **Program & Client Support**

- Lead teams to deliver a strong client onboarding experience and meet client success goals.
- Guide phase progression, monitor milestones, and remove barriers to progress.
- Expand internal and external resources that help clients reach their goals.
- Gather and act on client feedback to improve services.
- Use a Christ-centered, CARE-based approach to encourage, support, and hold clients accountable.
- Help build a pipeline for recruiting and serving new clients.
- Ensure accurate, timely documentation in Mission Tracker and related systems.
- Track action items from phase meetings and confirm completion before client advancement.
- Produce regular reports on team performance and client progress.
- Build strong relationships with clients through daily engagement, encouragement, and visible support.
- Respond to escalations, provide timely feedback, and help address behavior concerns.
- Support evening and weekend programming and help de-escalate crises using the CARE model.

## **Adapt and Ensure Progress**

- Work closely with cross-functional teams to support client progress and consistent service delivery.
- Facilitate classes or meetings as needed and incorporate team feedback to improve programs.
- Help resolve escalated issues, support smooth client exits, and step in wherever needed across the Mission.
- Contribute ideas, support teammates, and promote a collaborative, respectful work environment.

## **Education and Experience:**

- Bachelor's degree from an accredited college or university required; advanced degree preferred.
- 8–10 years of experience in operations, program management, human resources, strategic planning, or a related field.
- At least 5 years of progressive leadership experience, including supervision, hiring, staff development, and process improvement.
- Experience managing cross-functional teams and improving systems, workflows, and accountability measures.
- Working knowledge of administration, budgeting, facilities, technology, and operational evaluation.
- Experience in a growing or multi-department organization is preferred.
- Strong customer service experience working with diverse populations.
- Valid North Carolina driver's license and ability to drive a 12-passenger van, subject to motor vehicle background checks and continued driving eligibility.

## **Physical Requirements:**

- Ability to lift up to 50 pounds.
- Ability to sit, stand, walk, and use a laptop for extended periods.
- Ability to use hands to guide, lift, and assist clients or children with activities and daily living skills.
- Ability to kneel, squat, stoop, bend, and move around furniture or tight spaces.
- Ability to drive clients or children to appointments and offsite events.

## **Work Conditions:**

- Work is primarily onsite and may occur indoors, outdoors, and in inclement weather.
- The residential environment may involve urgent or adverse conditions, including facility or health-related issues.
- Noise levels may be high at times.
- This role is on call 24/7 and typically works 45+ hours per week, generally between 7:00 a.m. and 6:00 p.m., with schedule flexibility based on meetings and operational needs.
- Includes one weekend every four weeks and three holidays per 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.**