

Housing Support Center Director

Onslow Community Outreach | Jacksonville, NC

Full-Time | Salaried | Exempt

Position Summary

The Housing Support Center Director is a key member of the daily operations of Onslow Community Outreach and provides leadership for the organization's housing and homelessness programs. The successful candidate will demonstrate a commitment to helping individuals and families achieve housing stability and break the cycle of homelessness in Onslow County.

The Director oversees an emergency shelter serving more than 300 residents annually, rapid rehousing programs, and other housing-focused initiatives. The Director supervises case managers, evening and overnight shelter attendants, volunteers, and interns while ensuring programs are operated effectively, compassionately, and in accordance with applicable regulations and funding requirements.

In addition to administrative and supervisory responsibilities, the Housing Support Center Director maintains a small caseload of shelter participants. This direct-service responsibility helps the Director remain actively engaged in participant needs, service delivery, and barriers to obtaining and maintaining permanent housing.

Duties and Responsibilities

- Provide leadership and oversight for the Housing Support Center, emergency shelter, rapid rehousing, and related housing programs.
- Exercise day-to-day decision-making authority over all Housing Support Center programs, operations, personnel, participant services, and program activities within established organizational policies and budgets.
- Make final program-level decisions regarding shelter admissions, participant extensions, rule enforcement, disciplinary actions, program dismissals, staff scheduling, service delivery, and emergency operational matters.
- Supervise, support, schedule, and evaluate case managers, shelter attendants, volunteers, and interns.
- Maintain a small caseload of shelter participants, including completing assessments, developing individualized service plans, documenting progress,

coordinating referrals, and assisting participants in identifying and overcoming barriers to permanent housing.

- Establish and maintain effective working relationships with staff, program participants, governmental agencies, landlords, and civic, religious, nonprofit, and community organizations.
- Participate in coordinated entry and other community-wide efforts addressing homelessness.
- Develop periodic program and outcome reports for organizational leadership, the Board of Directors, funding partners, and governmental agencies.
- Assist with grant compliance, program budgets, funding applications, and documentation required by public and private funders.
- Respond to participant concerns, policy violations, emergencies, and other significant shelter incidents.
- Represent Onslow Community Outreach at community meetings, presentations, collaborative initiatives, and public events.
- Organize and participate in OCO events, community outreach, and fundraising activities.
- Perform other duties as assigned in support of the mission and operations of Onslow Community Outreach.

Essential Qualifications

- Considerable knowledge of social work principles, case management techniques, and practices applicable to individuals and families experiencing homelessness or housing instability.
- Knowledge of trauma-informed care, housing-focused case management, and community-based social services.
- Demonstrated ability to supervise, develop, and hold staff accountable while maintaining a collaborative work environment.
- Ability to exercise sound independent judgment and make difficult decisions involving participants, personnel, safety, and program operations.
- Ability to manage a direct-service caseload while fulfilling supervisory and administrative responsibilities.

- Ability to communicate effectively and professionally with a diverse participant population.
- Proficiency with basic computer technology and Microsoft Word, Excel, and PowerPoint.

Preferred Qualifications

- Master's degree in social work, human services, counseling, public administration, business, education, or a related field.
- Three to five years of progressively responsible experience in homelessness services, emergency shelter operations, housing programs, social services, nonprofit management, or a related field.
- Previous supervisory or program management experience.
- Experience working directly with individuals and families experiencing homelessness, housing instability, poverty, or other significant barriers to self-sufficiency.
- Experience with HMIS or a comparable case management database.
- Experience with grant-funded programs, regulatory compliance, program reporting, and performance measurement.

Work Schedule and On-Call Expectations

This is a full-time, salaried, exempt position. The Director is expected to maintain a work schedule sufficient to effectively oversee Housing Support Center programs and personnel. While the position primarily operates during normal business hours, responsibilities may require occasional evening, overnight, weekend, or holiday work.

Because the Housing Support Center includes a 24-hour emergency shelter operation, the Director is expected to be available on an on-call basis for significant participant, staffing, safety, facility, or operational emergencies. The Director may be required to respond remotely or report to the facility when circumstances require management-level intervention.

Physical and Environmental Requirements

The Housing Support Center Director works in an active emergency shelter and social-service environment and must be able to move throughout the facility and interact regularly with participants, staff, volunteers, and community partners.

The Organization

Founded in 1990, Onslow Community Outreach is a 501(c)(3) nonprofit organization serving individuals and families throughout Onslow County. The organization provides services through its Housing Support Center and emergency shelter, food security programs, free and charitable healthcare services, Christmas Cheer, and other initiatives designed to help individuals and families achieve stability and self-sufficiency.

Onslow Community Outreach is governed by a volunteer Board of Directors, with daily operations led by the Executive Director.

Application

Interested candidates should submit a cover letter and résumé to:

Executive Director
Onslow Community Outreach
1210 Hargett Street
Jacksonville, NC 28540
CJCrooks@onslowco.org

Position open until filled.

Job Type: Full-time

Pay: \$52,000.00 per year