



Assistant Director of the Resource Network/ Resource Hub Director

Location:
Trenton & Lawrence, NJ

Position Type/Classification:
Full-Time/Exempt

Reporting to:
Director of the Resource Network

Compensation:
\$70,000 - \$78,000

Organizational Overview

The mission of HomeFront is to end homelessness in Central New Jersey by harnessing the caring resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We give people skills and opportunities to ensure adequate incomes and to increase the availability of adequate affordable housing. We help homeless families advocate for themselves individually and collectively.

Job Summary/Objective

HomeFront is seeking a seasoned, mission-driven leader to serve as Resource Hub Director for a new, collaborative Resource Hub developed in partnership with Mercer Street Friends. This Hub will serve as a centralized access point for food, basic needs, and case management support, with additional county, city, and nonprofit partners co-locating in the space after the first year of operation.

The Resource Hub Director is responsible for the daily operations, staff leadership, client service experience, and cross-agency coordination of the Hub. This role oversees the choice food pantry, operations and logistics team, and all case management services delivered within the Hub, ensuring services are trauma-informed, dignified, efficient, and responsive to community needs. They will also be HomeFront's primary ambassador in the East Ward of Trenton and the North Hermitage Avenue neighborhood, solidifying HomeFront's presence in the community as the "go-to" resource, and serving as a liaison between the neighborhood and agency leadership to build and sustain ground-level relationships with the residents of the community.

This position requires a leader who can balance hands-on operational oversight with strategic systems-building, while fostering strong partnerships and preparing the Hub for future multi-agency expansion.

Essential Job Functions/Responsibilities

Hub Operations & Leadership

- Provide overall leadership and management of the Resource Hub's daily operations, ensuring smooth, safe, and welcoming service delivery.

- Provide active direct and indirect management of Hub staff, including leadership and guidance on all Hub operations.
- Establish and maintain operational systems, schedules, staffing coverage, and workflows across pantry, operations, and case management functions.
- Engage with community stakeholders to develop a deep understanding of the needs in the community and partnerships to mitigate those needs
- Serve as the primary on-site leader and escalation point for operational or client service challenges.
- Ensure compliance with HomeFront policies, partner agreements, funding requirements, and applicable regulations.
- Work with Resource Network Director and Pantry Manager to consistently evaluate and improve Hub operational processes and procedures.

Choice Pantry & Resource Operations

- Support pantry manager and team as they execute the operation of the choice food pantry, ensuring dignified access, strong inventory controls, and consistent use of trauma informed care best practices.
- Coordinate with pantry manager on all food sourcing, storage, and distribution in collaboration with Mercer Street Friends and other partners.
- Manage, with the assistance of pantry manager, all logistics related to food, basic needs supplies, and in-kind resources within the Hub.
- Maintain high standards of cleanliness, safety, organization, and client-centered design across all public and operational spaces.

Case Management Oversight

- Provide leadership and supervision to case management staff operating within the Hub.
- Ensure case management services are holistic, trauma-informed, strengths-based, and coordinated with internal and external partners.
- Support staff in assessment, service planning, crisis intervention, and referrals.
- Participate in internal and external case conferencing as needed to support client outcomes.

Staff Supervision & Development

- Hire, train, supervise, and evaluate Hub staff across operations and case management functions.
- Foster a collaborative, respectful, and accountable team culture aligned with HomeFront's values.
- Ensure onboarding and ongoing training in trauma-informed care, client engagement, safety protocols, and data systems.
- Support staff wellness, professional development, and performance management.

Partnership & Hub Coordination

- Serve as a primary liaison to Mercer Street Friends and other on-site partners.
- Coordinate shared space usage, client flow, communication protocols, and problem-solving across agencies.
- Prepare the Hub for future co-location of county, city, and nonprofit partners, helping design systems that support collaboration without fragmentation.
- Build strong relationships with referral agencies and community stakeholders.

Data, Reporting & Continuous Improvement

- Ensure accurate data collection, documentation, and reporting using agency systems
- Monitor key performance indicators related to service delivery, access, and client outcomes.
- Partner with leadership to identify opportunities for quality improvement and operational refinement.
- Submit required internal and external reports on time

Client Experience & Community Standards

- Ensure the Hub provides a welcoming, respectful, and empowering experience for all clients.
- Uphold confidentiality, safety, and ethical standards across all services.
- Address client concerns and conflicts with professionalism and compassion.
- Model HomeFront's commitment to dignity, choice, and equity in all interactions.

Required Experience and Educations

- Master's degree in social work, food systems, or related field, or Bachelor's degree in related field with 5 years of experience in social services, food access, housing, or homelessness-related work
- Demonstrated skill in building and leading effective teams through a minimum of three years of supervisory experience.
- Knowledge of Trenton and Mercer County social service landscape
- Intermediate Microsoft Office skills
- Valid driver's license and satisfactory driving record

Preferred Experience and Education

- Experience in leading food access and/or housing/homelessness programming.
- Fluency in Spanish
- Inventory control experience preferred

Physical Demands

- This job operates in an office setting using standard office equipment such as computers, phones, calculators, copiers, fax machines, and file cabinets
- Ability to sit, stand, walk, climb steps, bend and lift up to 30lbs
- Exposure to the outdoors and inclement weather is possible

Travel

- Travel is primarily local during the business day

Remote Work Eligibility

- Eligible to Work Remotely in emergency conditions (e.g. inclement weather)

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities and activities may be added or change at any time.

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