



Job Posting: Resource Network Director

HomeFront, a 28-year-old nonprofit social services agency in Mercer County is seeking a strong leader with passion, dedication, and a deep desire to help families break the cycle of poverty to lead our Resource Network.

One of HomeFront's core beliefs is that families need basic necessities to live lives with dignity. Our Resource Network Director is responsible for developing and managing the wide array of HomeFront programs that provide these necessities. Picture a family in real home. In that vision, you'll see parents and kids sitting around a table sharing a nourishing meal or a young student seated at a desk doing homework. Parents and kids are sleeping in beds with clean sheets and their clothing is stowed away in dressers – not in garbage bags. That's our vision, too, and HomeFront's Resource Network – combined with our donors' kindness – make it a reality for homeless and very low-income families.

HomeFront was founded on the idea that our community bears a responsibility to meet the basic human needs of our neighbors. Helping families secure safe and secure housing is critical but housing isn't a home. Families also need food, clothing, pots and pans, linens, and furniture to live lives with dignity. These are things that most of us take for granted, but for our area's poorest families, these necessities can be difficult, if not impossible, to acquire.

The HomeFront Resource Network includes:

-The HomeFront Donation Center – Every week, hundreds of friends and neighbors visit the loading dock at the Donation Center to make in-kind contributions to support HomeFront families. We provide the highest level of warm customer service to our generous donors and maintain a well-organized, welcoming space where donations are accepted, sorted, and routed to the appropriate programs.

- The HomeFront Front Desk - the first point of entry for thousands of families a year that are seeking the wide range of support services that HomeFront offers.

-Furnish the Future – a furniture bank providing donated items to families in need. Clients come in to our large warehouse and pick out the pieces they need for their new homes and it is delivered to them, all at no charge.

-HomeFront's FreeStore - a widely utilized 'store' where clients can shop monthly for clothing and household goods, free of charge. The FreeStore staff sort, prepare and display donated items and assist clients in making choices.

-Fran's Pantry - Each month our Food Pantry provides a week's worth of free groceries to low-income families who need them.

-The Diaper Resource Center – HomeFront provides tens of thousands of diapers a year to families who would otherwise be lacking a sufficient supply to keep a baby clean, dry and healthy.

-Drive to Independence – Instead of selling donated cars, HomeFront solicits vehicles in good working order to turn directly over to clients and coordinate limited vehicle repairs. Having access to reliable transportation can be life-changing.

-Annual Drives – Thousands of families a year receive support through our Back to School, Thanksgiving, and Holiday Wishes Drives.

The success of the Resource Network is directly attributable to our partnerships with countless others: community donors, business leaders, government partners, educational institutions, hundreds of volunteers, sister nonprofit agencies, and many more. The Director will prioritize and manage these relationships for the benefit of our clients.

The logistical and operational challenges of HomeFront's Resource Network are constant and require a detail oriented, strategic leader to balance the programs' many competing interests and elevate them to the next level. Through the Resource Network, HomeFront provides the infrastructure for our community's caring to be expressed and their generosity put into action. Together, we fulfill the vision of home that we all share.

Reports to: Chief Operating Officer

Full-Time

Occasional Weekend/Eve

Essential Job Functions:

- Lead the Resource Network team by setting and managing high standards of work, professionalism, and customer service
- Ensure programs are high-quality, trauma-informed, coordinated, and responsive to the needs of HomeFront families
- Take a strategic view by looking broadly, thinking long-term, and encouraging team creativity to enhance programs and services
- Supervise Resource Network employees and oversee daily program operations including hands-on work at all main HomeFront sites
- Manage warehouse and storage space allocations in alignment with agency needs and maintain high standards of organization and cleanliness throughout all Resource Network spaces
- Initiate, coordinate, and enforce optimal operational policies and procedures
- Solicit client and staff feedback and research and recommend new programs and program enhancements to meet identified needs

- Build strong partnerships with external stakeholders to build on the success of the Resource Network with a particular emphasis on expanding community engagement and meaningful volunteer opportunities
- Develop and maintain collaborative relationships with HomeFront program managers to enrich client service
- Partner with Development Team to maintain and increase program funding and community support
- Monitor established key performance indicators and complete program internal and external reports on deadline
- Ensure and protect agency, employee and client confidentiality and enforce program guidelines and safety regulations

Job Competencies

- Strong Leadership skills
- A passion for organization
- Empathy
- Interpersonal Skills
- Strategic Thinking
- Effective Communication
- Conflict Resolution/Problem Solving
- Creativity
- Customer Service

Technical Skills

- Computer Literacy
- Intermediate Microsoft Office Skills
- Budget Planning
- Data Analytics
- Time Management

Requirements:

- Bachelor's degree
- Minimum of 5-year management experience and experience in managing complex logistical operations
- Knowledge of state, Trenton and Mercer County social services landscape, surrounding county businesses, organizations and demographics
- Proven ability to implement process improvement initiatives
- Valid driver's license and satisfactory driving record

Physical Demands:

- Must be able to lift up to 25 lbs.
- Must be able to walk, stand and sit for long periods of time
- Must be able to walk up and down several flights of steps
- Job operates in an office setting which routinely uses standard office equipment
- Exposure to the outdoors and inclement weather is possible

Other Duties:

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.

HomeFront, Inc is an equal opportunity employer. We welcome employees and prospective employees without regard to race, religion, national origin, gender, age, disability, marital status, gender identity or expression, sexual orientation or veteran status.

Submit your application/resume to our Human Resources Department by mail, fax or email.

Mail: HomeFront, Human Resources. 1880 Princeton Avenue. Lawrenceville, NJ 08648

Fax: (609) 989-9423 Ruth Vazquez "Attention: Human Resources"

E-Mail: [mailto:RuthV@homefrontnj.org?subject=Job Opening](mailto:RuthV@homefrontnj.org?subject=Job%20Opening)

More Information At: <https://www.homefrontnj.org/jobs/>