Helping Individuals Leaving Prison Make a Positive and Permanent Return to Our Community

Project RETURN Bridge Housing is a one-of-a-kind program in Milwaukee, providing temporary housing and wraparound services to men who would otherwise experience homelessness upon their return from incarceration.

The Housing Director is the leader of this program. The Housing Director directly oversees three employees; represents the program and nonprofit in the community; directly serves residents; and works hand-in-hand with the Employment Coordinator, other team members and partners to best meet the needs of the people we serve.

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The mission of Project RETURN is to help individuals who have experienced incarceration make a positive, permanent return to community, family and friends.

The nonprofit was founded in 1980 at Cross Lutheran Church in Milwaukee and has continuously grown in the 46 years since into an institutional leader in Milwaukee's reentry and social service communities. Today, more than 1,100 people receive direct services through Project RETURN annually.

RESPONSIBILITIES OF THE HOUSING DIRECTOR

SEPTEMBER 2026

Summary: The Housing Director leads and coordinates the Housing Program using a trauma-informed approach that supports individuals in the reentry population, promotes resident stability, strengthens program accountability, supports staff effectiveness, and advances Project RETURN's mission.

The primary goal of the Bridge Housing program is to enable strong reentry for high-need returners experiencing varied needs related to mental illness, trauma, addiction, lack of work experience, and housing instability. The Bridge Housing program presently has capacity for 12 residents and is anticipated to expand.

Principal Duties and Responsibilities

- **Leadership**: Provide strategic and operational leadership for Project RETURN's Bridge Housing program.
- **Program development**: Implement, manage, and evaluate housing policies, procedures, services, partnerships, staffing, data systems, and program outcomes.
- **Service quality**: Ensure housing services are safe, effective, trauma-informed, and aligned with Project RETURN's mission.
- **Operations**: Oversee daily housing operations.
- **Staff supervision**: Supervise Bridge Housing staff within Project RETURN, including the on-site Safety Monitor, Resident Assistant, Housing Case Managers, interns and volunteers.
- **Resident services**: Coordinate resident services and transitions.
- **Resident transition**: Ensure residents are successfully transitioned, upon graduation, to a stable living situation.
- **Identification of potential residents**: Review applications and interview potential residents before approving/rejecting admissions into Bridge Housing.
- **Collaboration**: Work collaboratively with staff, leadership, the Board, and outside agencies to strengthen and sustain Bridge Housing. Includes monthly meeting with the Housing Committee of the Board.

Organization

- **Professional representation**: Represent Project RETURN professionally at community events, partner meetings, and other mission-aligned activities.
- **Community partnerships**: Maintain productive relationships with partners and community stakeholders to support Housing Program goals.
- **Continuous improvement**: Identify operational challenges, recommend solutions, and implement approved adjustments that strengthen program effectiveness.
- **Regular reviews**: Each employee will participate in two personnel reviews each year before the Board's Personnel Committee. This requires completing self-assessment materials at least one week before each personnel review.
- **Organizational engagement**: Attend Project RETURN-sponsored events unless excused by the Executive Director or Board of Directors.
- **Additional duties**: Perform other mission-aligned duties as assigned by the Executive Director or Board of Directors.

Reporting

- **Reports to**: This position reports directly to the Executive Director.
- **Program reporting**: Prepare timely monthly and quarterly reports summarizing program activities, outcomes, partnerships, community engagement and other relevant updates.
- **Team coordination**: Participate in staff meetings, case planning, and organizational development efforts to support coordinated services and continuous program improvement.
- **Funding and compliance**: Support funding and grant compliance relating to Bridge Housing.

Qualifications

- **Education and experience**: Bachelor's degree preferred in social work/human services; and/or at least five years of experience in human services working with vulnerable populations in a leadership position.
- **Lived experience**: Lived experience with incarceration or direct experience supporting individuals impacted by incarceration is valued.
- **Relevant background**: Experience in housing services, reentry services, case management, social services, nonprofit programs, and/or a related field.
- **Knowledge of Funding Sources**: Understand tracking and reporting, particularly for government funds such as Medicaid.
- **Trauma-informed practice**: Knowledge of trauma-informed, culturally responsive, and person-centered approaches.
- **Leadership**: Ability to supervise staff, coordinate services, and support accountable program operations.
- **Computer skills**: Proficiency with Microsoft and Google Workspace (Google Docs, Google Sheets, etc.) suites. Experience with database systems, such as Clarity HMIS, is valued.
- **Mission alignment**: Commitment to Project RETURN's mission and successful community reentry.