

Hope Program Administrator Job Description

Ministry Purpose: This position plays a significant role in achieving the religious mission of the center and, thus, has a ministry purpose. Every staff member and volunteer shall serve this purpose in their job and, in doing so, be in an active ministry purpose with the center.

Professional Qualifications:

- Is dependable, stable, and capable of committing to this position's responsibilities and duties.
- Holds an associate's degree or higher, preferably in a helping field such as social work or administration.
- Has two years of experience in a position requiring management experience or equivalent.
- Has experience in working in administration, particularly involving at-risk populations.
- Has compassion for individuals in crisis, showing discernment and wisdom in serving at-risk populations.
- Exhibits skills in interpersonal communication and problem solving.
- Have some experience with Microsoft software such as Word and have some experience with data entry into a CRM software.
- Ability to carry out responsibilities with little or no direct supervision.

Religious Qualifications

- Agrees with and abides by the center's statement of faith, code of Christian conduct, and Statement of Principle.
- Expresses a sincere desire to reach and help at-risk women considering abortion.
- Believes in the sanctity of all human life from the moment of conception through natural death.
- Has a sincere, mature faith and can completely share the gospel.
- Regularly attends a Christian Church.
- Exhibits strong interpersonal, spiritual, and administrative skills, takes initiative, and is flexible.

Reports To: Director of Operations and Executive Director

FLSA Category: Non-Exempt

Time Commitment: 32 Hours Monday-Thursday.

General Responsibilities & Duties:

Assist the Director of Operations with administrating the Hope Program, ensuring that the program operates efficiently and effectively. Assist with recruiting, training, and supervising all volunteer personnel in the program; administrate the day-to-day operations of the program, ensuring that all aspects of the program run smoothly.

Administration of the Hope Program

- Assist the Director of Operations (DO) by administrating the day-to-day operations of the Hope Program and Abortion Recovery Assistance Program. Ensure that the Hope Program runs smoothly and judiciously; implement all relevant P&Ps consider ways to improve the effectiveness of the program.
- Upholds the center's policies and procedures, especially the religious principles in the statement of faith, statement of principle, and code of Christian conduct.
- Assist the DO in managing the volunteer Hope Mentors (HM) in the following way: schedule hours, review their written work for accurate charting, providing routine professional and spiritual guidance and feedback.
- Enter data into the Center's CRM, eKyros, according to Center's P&P and be able to train staff and volunteers to do the same.
- Supports the religious mission of the center and regularly encourages the spiritual growth of the staff, volunteers, clients, and donors.
- Oversee the ministry's access to Brightcourse, vetting all educational videos to ensure that each lesson aligns with our ministry's purposes and objectives.
- Work with the Client Services Coordinator to ensure that Hope Classes are properly scheduled.
- Meet regularly with the Executive Director, Director of Operations, and Nurse Manager to ensure efficient communication and collective implementation of all client services and P&P's.
- Manage all Baby Boutique volunteers, ensuring that they are properly trained and guided in their daily tasks.
- Be familiar with CarePortal and be able to make requests on behalf of clients.
- Carry a portion of the client load, setting an example to the HM volunteers.
- Ensure that referral resources for HM volunteers and client use are current.
- Evaluate, select, and maintain the educational materials and resources needed for client use with the help of the Executive Director and Director of Operations.
- Receive material donations from donors and provide a receipt when requested.
- Be responsible for the overall organization and distribution of items from the Baby Boutique, directing the volunteers and ensuring that there is a proper and fair distribution of materials goods according to the program's rules.
- Oversee the coordination of "Welcome Baby Baskets" for distribution when babies are born to clients.
- Ensure all baby equipment is compliant with state laws and safety standards prior to distribution.
- Attend regular staff meetings.
- Leads staff and participates in shared prayer and devotions regularly.
- Attend regular fundraising events throughout the year.
- Attend events, within reason, to promote the Hope Program in the community.
- Promote the Hope Program to other organizations for the purpose of sharing resources or making referrals.
- Provides spiritual guidance to staff, volunteers and clients
- Be available to minister to the emotional and spiritual needs of clients, staff, and volunteers.

- Share the gospel with others when appropriate.
- Serve as part of the Client Services Team and carry a portion of the administrative load by answering the phone and making appointments.

Training:

- Assist in conducting volunteer training seminars.
- Assist in recruiting, selecting, and interviewing potential volunteers.
- Conduct and supervise the orientation of new volunteers in the center.
- Disciple those they supervise regarding their spiritual well-being.

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