



JOB OPPORTUNITY

PROGRAM AND ADMINISTRATIVE COORDINATOR

Posting #2017-17

Posting Date: July 17, 2017

Closing Date: Open until filled

Note: Interviews for this position will not take place until August 2017

POSITION AVAILABLE:	Program and Administrative Coordinator, Full time (40 hours/week), hourly/non-exempt position
DEPARTMENT:	Program and Adoption Services Department
LOCATION:	Eugene, Oregon
PAY RANGE:	\$16.57/hour - \$22.37/hour (\$34,468/year - \$46,532/year)

ORGANIZATIONAL SUMMARY:

Holt International Children's Services develops and maintains programs overseas that annually serves over 100,000 orphaned, abandoned and vulnerable children in 13 countries. Holt International addresses the root causes of child homelessness by working directly with children and families around the world, focusing on developing and delivering programs based on three pillars of service: family strengthening, world-class orphan care and adoption services.

HOLT'S MISSION STATEMENT:

Holt International is a Christian organization committed to expressing God's compassion for children. While always upholding the highest ethical standards, we:

- Find and support permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family
- Provide services to ensure that children will grow and develop to their fullest potential
- Lead the global community in advocating on behalf of the world's most vulnerable children

HOLT'S CORE VALUES -AT HOLT, WE:

- Are passionate and committed to our mission
- Conduct our work in an ethical manner
- Provide the highest quality services
- Respect the dignity of all children, families and adults we serve
- Value and respect diversity

- Serve with prudent stewardship
- Value and promote a positive team spirit
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DEPARTMENT SUMMARY:

The Program and Adoption Services Department has overall strategic and operational responsibility for all international program areas and adoption services. The Program and Adoption Services Department operationalizes the mission, vision, and program components of the strategic plan of the organization, including strengthening and preserving families who are at risk of separation; providing critical care and support to orphaned and vulnerable children; and by leading the global community in finding families for children who need them and providing the pre- and post-adoption support and resources they need to thrive. The Department strives to standardize and raise program quality through intelligent business metrics and accountability, adherence to standards of good stewardship and program effectiveness. The strategic role of the department is carried out through ongoing and forward-looking positioning within and response to a global community and changing development context.

POSTION SUMMARY:

The Program and Administrative Coordinator for Programs provides program and administrative support to the Senior Vice President for Programs (SVP) with initiatives designed to operationalize the strategic plan; monitor and evaluate program development, implementation and impact; budget analysis for effectiveness; and other special projects and initiatives. The coordinator is also responsible for creating, developing and coordinating documents, database, files, and information resources for special projects and initiatives. In the absence of the SVP, the coordinator must assess and act appropriately on incoming information to maintain program continuity.

ESSENTIAL JOB FUNCTIONS:

- 1. Maximizes Holt objectives for programs and services by** assisting in the development, administration and analysis of special projects and initiatives.
- 2. Contributes to accurate and easily accessible monitoring, evaluation and reporting systems by** maintaining, assessing and reporting on analytical tools, database and statistical systems relating to program and services and coordinating written materials including quarterly reports, planning documents and other documents as needed.
- 3. Contributes to fiscal responsibility of Program department special projects and initiatives by** assisting with the developing and monitoring program budgets through timely receipt of financial reports and keeping programs within budget spending parameters in coordination with the finance department.
- 4. Prepares and organizes work to be accomplished by** gathering, sorting, filing documents and related information, routing correspondence, collecting information, assisting in preparing quarterly and annual board reports, screening calls for the SVP, prioritizing and determining appropriate response.
- 5. Coordinates interdepartmental communications by** coordinating information distribution throughout the organization on behalf of Program and Adoption Services Department. Prepares biweekly department management report, quarterly reports, and contributes to board reporting as needed.

6. **Coordinates travel and logistics** by making and coordinating travel arrangements, prompting action and maintaining necessary paperwork, securing visas, scheduling appointments, drafting itineraries, for the SVP and travelers associated with SVP initiatives.
7. **Promotes relationship and awareness of Holt's policy initiatives** by initiating and coordinating communication with local, national, and international child welfare and adoption organizations as resource for organization. Provides support to Program consultants on program initiatives and special projects.
8. **Provides Holt International magazine and other publications/promotional materials with Program information** by assisting and supervising, when necessary, timely updates, feature articles, photographs, video and other relevant information.
9. **Maintains continuity of program** by maintaining communication with the SVP during periods of absence from the Eugene office and facilitating communication between CEO, executive team, program and overseas staff.
10. **Ensures quality services to children and families associated with Holt overseas programs** by helping maintain effective relations with partner agencies, government bodies and other institutions for the benefit of vulnerable children.
11. **Contributes to effective Holt interdepartmental coordination of work relating to assigned countries or project** by assisting in the operations of interdepartmental working groups of assigned countries and coordinating projects involving interdepartmental cooperation.
12. **Contributes to team effort** by exhibiting cooperative and effective work relationships, such as, responding positively to challenges, assignments, and inter and intra departmental requests; seeing beyond own tasks to help fulfill organizational goals.
13. **Contributes to a positive, productive work environment** by meeting attendance and punctuality guidelines and break times and pre-arranging time off with appropriate notice; treating all people with dignity and respect; and exhibiting good listening and comprehension skills including giving and welcoming feedback.

SUCCESS FACTORS:

The successful coordinator is mission driven, self-directed, and analytical and systems oriented, and thrives on providing excellent customer service. Friendly, approachable and dependable, the coordinator exhibits a confident, flexible communication style which includes sensitivity to cross-cultural communication and ability to explain new processes, solicit feedback and discuss information and actions with others in a patient, open manner. Demonstrates ability to quickly grasp, assimilate and interpret new information and identify potential solutions to address system challenges. Works well with other members in the team and across teams. Must have excellent computer and writing skills; be flexible, and be extremely detail oriented with the ability to prioritize in a multi-tasking environment. Leverages current technology to support performance and efficiency in accomplishing assigned responsibilities.

QUALIFICATIONS AND JOB EVALUATION DOCUMENTATION:

KNOWLEDGE: Bachelor's degree in a relevant field with minimum 3 to 5 years international program coordination experience or Master's degree in a relevant field with minimum 2 years international program experience. Excellent written and oral communication skills. Proficiency with budgeting, database, word processing and spreadsheets. Knowledge or experience in international or related

program monitoring and evaluation required. Knowledge, experience or participation in strategic planning for an international development organization desirable.

INFORMATION PROCESSING: Maintains information distribution between overseas and domestic operations. Develops, analyzes and reports on systems of information relating to overseas programs including budgets, services and other program related information.

SCOPE OF RESPONSIBILITY: Develops and monitors work and budgets to meet objectives and program challenges. Provides daily on-going monitoring and decision making relating to implementation of overseas program objectives. Provides technical assistance in child welfare and/or organizational or program capacity building areas within an international development context.

INTERPERSONAL COMMUNICATION: Maintains effective relationships with officials and individuals who impact homeless children in assigned countries. Communicates appropriately in cross-cultural environments including communication/protocol with officials, colleagues and staff domestically and overseas. Utilizes persuasion, problem solving/empowerment and training skills with staff, volunteers and overseas colleagues. Occasionally promotes programs to general public through speaking and writing. Ability to relate effectively with Holt adoptive families and adoptees. In addition to these qualifications, we are seeking someone with a great attitude who is flexible, outgoing and thrives in evolving and changing environments.

IMPACT OF RESULTS: Assists in the management of programs and services as to achieve objectives. Maximizes opportunities to serve vulnerable children through program development. Ensures smooth and effective travel for traveling constituents. Requires continual assessment, planning and supervisory attention to achieve results.

LIVING/WORKING/ENVIRONMENTAL CONDITIONS:

This position is based in Eugene, Oregon and requires up to 30% travel to domestic and overseas locations.

SUPERVISORY RESPONSIBILITY: None.

REPORTS DIRECTLY TO and is supervised by the Senior Vice President for Programs.