



JOB OPPORTUNITY
PROGRAM AND ADMINISTRATIVE COORDINATOR
Posting #2017-31
Posting date: October 13, 2017
Closing date: Open until filled

POSITION AVAILABLE: PROGRAM AND ADMINISTRATIVE COORDINATOR

DEPARTMENT: AFRICA AND HAITI PROGRAM

LOCATION: Eugene, Oregon

PAY RANGE: \$16.57/Hour - \$22.37/Hour

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

DEPARTMENT SUMMARY:

The Africa & Haiti Program carries out child welfare, family preservation and family strengthening programs in Ethiopia, Haiti and Uganda; as well as some adoption services in Ethiopia and Haiti. The department serves more than 3,500 children with family strengthening services and approximately 25 children are placed with international adoptive families each year. Managed by U.S. and in-country staff, these programs and services are carried out in close cooperation with partner agencies, orphanages and other child service providers, government child welfare agencies, local and regional officials, funding agencies, and others. The program continuously evaluates opportunities to expand or deepen program services in Ethiopia, Uganda, and Haiti, and other countries, while maintaining high standards of quality and transparency for sustainable development and child welfare impact.

POSITION SUMMARY:

The Program and Administrative Coordinator (PAC) supports high quality, high impact programs that address the unique needs of the children and families Holt serves. The PAC provides administrative support by overseeing and coordinating country and regional program data, coordinating inter and intra-department communication, coordinating travel logistics and assisting with assigned projects as needed. The PAC is also responsible for providing administrative and adoption processing support as needed to ensure adoption program goals are achieved. The PAC participates in other cross team and inter-departmental tasks as and when needed.

ESSENTIAL JOB FUNCTIONS:

- 1. Provides assistance to the Senior Executive for Africa and Haiti by** providing administrative support to the Senior Executive and Africa and Haiti team, screening incoming inquiries, determining priorities, coordinating work flow, preparing affidavits and forms, and completing assignments requested by supervisor. Acts as primary liaison on administrative issues for as required, assisting in the editing of documents and communications, providing basic technical assistance in the creation, development and maintenance of digital materials and presentations, preparing logistics and arrangements for the domestic and Africa and Haiti travel, and facilitating problem-solving of cross-cultural communication issues. Analyzes and makes appropriate judgments regarding matters that need to be forwarded to supervisor.
- 2. Promotes Africa and Haiti child welfare, family preservation and family strengthening programs by** providing administrative support to the Program Manager as assigned by supervisor.
- 3. Promotes Africa and Haiti adoption programs by** providing administrative support to the Adoption Case Manager as assigned by supervisor.
- 4. Compiles and ensures accurate and easily accessible information by** collecting, consolidating and compiling data collected for inclusion in country program reports, and by assisting with composition and editing of board reports, strategic plan reports and other reports as needed. Assesses systems for collecting information and statistics, provides weekly program updates to Holt's leadership, and makes recommendations to improve the process and accuracy of data collected.
- 5. Provides administrative support to travelers to the region (including donors, adoptive families and adoptees and others) by** seeking travel permission, arranging schedules and logistics, obtaining approvals for visits to care centers or with foster families, providing security information and planning activities in country in cooperation with overseas staff.
- 6. Provides interdepartmental support and assistance by** communicating and cooperating with other Program and Services Teams and providing data and feedback necessary to the Marketing and Development and Finance departments to effectively manage donations and donor relations.

7. **Maintains continuity of Africa and Haiti Country programs by** communicating with the Senior Executive during his/her absence from the Eugene office and facilitating communication between Africa and Haiti and Eugene office.
8. **Ensures Holt International magazine, general publications and any other public information outlets will have ample promotional and country information by** collecting and maintaining a library of updates, videos, articles, photographs and other relevant information from Africa and Haiti staff.
9. **Contributes to Africa and Haiti team effort by** collaborating and communicating with the team on program needs and priorities. Contributes ideas for improving the efficient work flow of the team. Exhibits cooperative and effective work relationships, such as, responding positively to challenges, assignments, inter and intra departmental requests. Sees beyond own tasks to help fulfill the organizational goals. Establishes and maintains effective relationships with multiple and varied agency personnel, including people of different cultures. Communicates effectively and appropriately with adoptive families.
10. **Contributes to a positive, productive work environment by** meeting attendance and punctuality guidelines and pre-arranging time off with appropriate notice; treating all people with dignity and respect; exhibiting good listening and comprehension skills including giving and welcoming feedback. Demonstrates adaptability in changing environment by taking on new projects as assigned. Other duties as assigned.

SUCCESS FACTORS:

The successful PAC is self-directed, detail oriented, and adaptable in responding to changing needs of this multi-country program. Approachable and dependable, and 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. Utilizes strong organizational and administrative skills to implement processes and measures that monitor and maintain quality of services. Leverages current technology to support performance and efficiency in accomplishing assigned responsibilities. Has the ability to work well with other members in the team and across teams. Must have excellent computer and writing skills.

QUALIFICATIONS AND JOB EVALUATION DOCUMENTATION:

KNOWLEDGE (MINIMUM REQUIREMENTS: Bachelor's degree; preferably in social services or related field and a minimum of 3 years administrative program coordination experience; OR an equivalent combination of education, training, and experience sufficient to successfully perform the essential functions of the job as those listed above may be qualifying. Experience must include strong computer skills (Microsoft Office, Word, Excel, and database experience), knowledge of business English, arithmetic and general office practices. Applies rules of grammar, spelling, punctuation and sentence structure when constructing correspondence and writing reports. Demonstrated ability to work effectively with multiple forms of technology. Analyzes information for reports and inquiries. Must have strong organizational skills and be detail oriented. Experience providing excellent customer service is essential. Ability to learn about adoption policies and procedures for multiple countries.

INTERPERSONAL COMMUNICATION: Ability to exercise courtesy and tact in contacts with the general public. Full understanding and practice of confidentiality in management of information shared by supervisor(s), Africa and Haiti partners, families and constituents. Ability to manage difficult situations and families in a sensitive manner. Ability to work well with families and cooperating agencies

particularly in explaining procedures and circumstances related to the adoption process. Establishes and maintains effective relationships with multiple and varied agency personnel including people of different cultures. Ability to work well with other employees and to effectively participate in a working group format related to assigned countries. Ability to coordinate communication and lead processes with a wide range of staff. Ability to problem solve while maintaining a respectful stance.

INFORMATION PROCESSING: Organizes and monitors systems of information through filing, tickler systems and formatting for broader consumption. Communicates through effective writing skills. Ability to analyze incoming letters, documents and reports. In the absence of supervisor assesses and acts appropriately with incoming information.

SCOPE OF RESPONSIBILITY: Develops and monitors work to meet objectives and unexpected challenges. Works independently and exercises good judgment, courtesy and tact in contact with families, cooperating agency social workers and other constituents. Provides continual assessment and planning necessary for efficient service delivery to families. Provides direction to support staff, volunteers, and interns. Takes initiative in assigned duties particularly in selecting among various options to accomplish work. Assesses seriousness/urgency of situations and directs to supervisor as appropriate and as needed.

IMPACT OF RESULTS: Supports program to achieve country-specific objectives. Maximizes opportunities for successful child placement by understanding and communicating accurate child information with the team and adoptive families. Provides supervisor with support to effectively monitor and facilitate the adoption process and to achieve the country objectives.

IMPACT OF RESULTS: Efficiently develops and monitors systems and procedures for the Africa and Haiti Region. Independently handles various administrative tasks and achieves results with special projects. Assists the Africa and Haiti team with various office procedures. Ensures timely and accurate statistics for the agency. Enhances communication within the Africa and Haiti Team, with other Holt departments, staff, adoptive families, and all other Holt constituents. Ensures objectives are met and tasks completed in a timely manner.

SUPERVISORY RESPONSIBILITY: None.

REPORTS DIRECTLY TO: Senior Executive for Africa and Haiti

WORKS DIRECTLY WITH: Africa and Haiti team, program and adoption assistants and coordinators on other teams, US Social Services Team, other department teams within Holt, Branch office staff, cooperating agencies, overseas partners and staff.

APPLICATION PROCEDURE:

To ensure consideration, please submit the following application materials:

1. Job Application <http://www.holtinternational.org/employment/jobapplication.shtml>
2. Cover letter in which you clearly describe how your knowledge, skills and abilities prepare you for the job responsibilities and requirements outlined in the job posting.
3. Current resume which includes educational and professional work experience. Educational experience must include type of degree and education experience and where obtained. Work experience must include employer name, dates of employment (month and year), position held/title and a description of duties, if position was full time or part time, and reason for leaving employer(s).

Go to www.holtinternational.org/employment/ to locate the job application and the instructions on how to submit the application materials for this job posting.

SELECTION PROCESS:

A Holt application, cover letter, and any supplemental materials (if requested in the job posting), will be used to select the top candidate(s). Those selected for further consideration will be invited to an interview. Prior to hiring, candidate(s) will be required to complete a pre-employment criminal history background check, motor vehicle record check, and child abuse clearance check. A credit check may be done if applicable for the position. The candidate(s) must pass the background check process in order to continue in the hiring process.

Holt International Children's Services
www.holtinternational.org