



# Job Description – Program Services Coordinator

Women & Children's Ministries

Department: Women & Children's Ministries/Hope Center  
Position Title: Program Services Coordinator  
Employee Name:

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## JOB SUMMARY

This position will function in a supportive role for Hope Center residents (women and children) and former clients in order to promote positive relationships, emotional wellness, and accountability while maintaining a safe external and internal environment.

## RESPONSIBILITIES

- Participate in the spiritual growth and Christian instruction of those whom Hope Ministries serves. This can include (but is not restricted to) personal mentoring, the sharing of Scripture and Biblical encouragement, and praying with program participants. This may be in a structured setting (i.e. a classroom or chapel), or unstructured, with individual clients as the need arises.
- Teach and model daily life skills, including relationships, parenting, problem solving, conflict resolution, emotional wellness, etc. to clients.
- Hold women and children accountable to upholding program requirements and working their recovery plans while they are participating in Hope Ministries' programs.
- Provide crisis intervention and emotional support with clients when needed.
- Work in a spirit of cooperation and mutual assistance with residents, staff, visitors, volunteers, and donors.
- Maintain a neat, orderly, emotionally safe and physically secure facility as outlined in the *HCWC Staff Guidelines and Procedures Handbook* and all other ministry procedures.
- Conduct regular, hourly facility rounds during each shift throughout community living areas, bedroom and bathroom areas, basement office areas, and monitor security cameras hourly.
- Conduct bedroom checks and searches as required and requested by case managers or Program Services Manager.
- Fulfill the day-to-day duties of meeting the physical and recovery needs of our clients, including supervised urine analysis tests for drug testing purposes, medication observation, stocking food and supplies, facility tasks, etc.
- Maintain communication / documentation such as client and daily logs, UA charts, medication chart, incident reports, etc., reporting all guest and program issues in written form and verbally as needed.
- Report facility problems and / or unusual circumstances that warrant action (i.e. maintenance, guest, kitchens, alarms, sprinklers, etc.) to the appropriate person/authority.
- Actively contribute to maintaining a safe and secure environment for staff, clients, and visitors. This includes adhering to established safety protocols, promptly reporting any safety concerns or incidents, and supporting organizational efforts to foster a culture of safety and security.
- Attend HCWC staff meetings and educational training as approved or assigned by the Director and as opportunity allows, including staff meetings (required attendance of 75% of weekly meetings).
- Carry, maintain, and utilize a company-provided cell phone or smart phone during your shift to conduct the responsibilities of this position which includes being reachable by voice or text.
- Perform other duties assigned by the Program Services Manager and Director.

## WORK CONTEXT

The program at Hope Center serves homeless single women and women with children, many of whom have drug and alcohol addictions, among other serious underlying issues. The Program Services Coordinator position requires considerable face-to-face and phone contact with people both in and out of the organization. Direct interaction with residents, staff, volunteers, visitors, and donors occurs regularly and is crucial to operations at Hope Ministries. This position works in direct proximity with women and children including areas such as sleeping quarters, living areas, kitchen and food preparation, and shower / bathroom facilities. The program service coordinators enjoy a high



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degree of multi-tasking and movement in and outdoors between three houses and our basement office / storage area. Work will principally be conducted indoors in environmentally controlled conditions however, outdoor work is sometimes required.

## QUALIFICATIONS

- Must be in agreement with Hope Ministries' Statement of Faith and Purpose, and Core Values.
- Must have a lifestyle that demonstrates moral and ethical adherence to the teachings of the Bible and an expressed desire to minister to those who are poor, needy and homeless.
- Able to lead others toward spiritual maturity and model Christ-like behaviors.
- Must have a good knowledge of the Scripture and an ability to apply Biblical principles to real life situations.
- Must exhibit leadership, good judgment, sensitivity, and compassion.
- Must be a person who works well with diverse groups of people, and be concerned about their needs, showing an ability to motivate and to provide tough love when appropriate.
- Must have good oral and written communication skills.
- Must be willing and able to directly supervise program participants' drug testing through urine analysis.
- Must be able to operate Microsoft Office programs including Word and Outlook.
- Must be able to lift 40-50 pounds.
- Possesses valid driver's license.
- A high school diploma or equivalent is required. Associates or Bachelors degree is preferred or two years experience of working in a recovery environment with women and children.
- Female Only – BFOQ (*Bona Fide Occupational Qualification*)

**Reports to:** Program Services Manager

**Employment Status:** Part-time hourly/Non-exempt

### Available Shifts:

- Saturday and Sunday 7am-2pm
- Saturday and Sunday 4pm-10pm
- Monday-Friday 4pm-9:30pm

Monday morning staff meeting (8:30-10:00am) attendance is preferred.

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_