



Position Title: U.S. Programs Coordinator

Supervisor: Director, Community Engagement & Program Delivery

Status: Full-time; Non-Exempt

Location: Atlanta, GA

HOPE *worldwide* is an international charity that changes lives through the compassion and commitment of dedicated staff and volunteers to deliver sustainable, high-impact, community-based services to the materially poor and needy. Today HOPE *worldwide* serves nearly one million people. After 30 years, HOPE *worldwide* continues to be an organization dedicated to serving, teaching, healing, and loving communities made vulnerable due to poverty, disease, or disasters. Together we can inspire greater hope in our world. To learn more about HOPE *worldwide* visit hopewww.org. Connect on [Facebook](#), [Instagram](#), [YouTube](#), [LinkedIn](#), [Twitter](#), and [TikTok](#) for the most current news on programs around the world.

JOB OVERVIEW

The **U.S. Programs Coordinator** is an entry-level role that supports the daily work of U.S. Programs. This position provides outreach and support to U.S. Chapter leaders and volunteers, assists with training initiatives and resource updates, administers the VolunteerHub volunteer management system, and supports monitoring and evaluation through data collection and regular reporting. The role contributes to the success of our community engagement and volunteer initiatives.

RESPONSIBILITIES

- Support U.S. Community Engagement Leader and Volunteer training initiatives, including:
 - Assist with online training initiatives and in-person volunteer leadership meetings.
 - Assist with updates of online resource toolkits.
 - Support the assessment of training impact by gathering feedback and data and sharing results with the Director, Community Engagement & Program Delivery.
- Manage and administer the HOPEww U.S. volunteer management system, VolunteerHub (VH), including:
 - Monitor and update event posts to ensure safety compliance.
 - Develop and pilot initiatives to increase use, including VH Direct Assistance Initiative.
 - Provide VolunteerHub training to Community Engagement Leaders.
 - Troubleshoot and resolve all VolunteerHub technical questions.
 - Assist with Risk Management of all posted events on VolunteerHub.
- Manage and support monitoring and evaluation efforts including:
 - Assist with annual data collection for global metric reporting.
 - Prepare periodic reports for distribution, including annual census, annual insurance activity report, quarterly and annual infographics, annual/quarterly global activity reports, and others as requested.

- Support the operations of the U.S. Chapters program.
- Provide ongoing outreach, training, and support to a cadre of U.S. Chapter leaders.
- Respond to and resolve Service Leader, volunteer, and supporter inquiries, providing technical assistance and connections as needed.
- Collaborate with our communications department to record, collect, and report stories of impact in the U.S.
- Manage the U.S. Programs Facebook page.
- Maintain strong relationships with church leaders where chapters are present.
- Active involvement in weekly U.S. Programs staff meetings to provide support and input regarding training and program initiatives.
- Log all training and support activities.
- Other duties as assigned.

ELIGIBILITY

- Must be recognized by HOPE *worldwide*, Ltd. as a spiritually mature, professing Christian who aligns with and lives out the organization's fundamental Christian beliefs.
- Must agree to, and adhere to, the organization's Statement of Faith, mission, and core values.
- Must model a Christ-centered lifestyle and be willing to represent HOPE *worldwide*'s Christian identity in professional contexts.

REQUIREMENTS

- Bachelor's degree in Human Services, Community Development, or a related field preferred; equivalent volunteer, nonprofit, or program experience will be considered.
- Strong organizational skills and attention to detail, with the ability to manage multiple tasks and deadlines.
- Excellent written and verbal communication skills and a service-minded approach when supporting volunteers and community leaders.
- Ability to work independently and take initiative, while collaborating well with a team and welcoming feedback and coaching.
- Proficiency in working with data, including collecting and organizing information and preparing accurate reports.
- Proficiency in MS Office suite (especially Excel), Adobe, and online meeting platforms, with a willingness to quickly learn new software and applications.
- Experience using social media to communicate with volunteers and supporters.
- Flexibility to work occasionally on weekends and evenings.



- Experience as a HOPE worldwide volunteer or Service Leader is preferred but not required.
- Nonprofit or program experience is a plus.

BENEFITS

As part of our commitment to our employees' well-being and success, we offer a range of benefits designed to support our staff:

- Health, Dental, and Vision Coverage
- Group Term Life and AD&D Insurance
- Employee Assistance Program (EAP)
- 403(b) Contribution and Match
- 10 Paid Holidays
- Vacation and Sick Time Off
- Up to five days paid time off per year to volunteer for HOPEww programs.
- Hybrid work schedule – four days in the office and one day from home.

HOW TO APPLY

To apply for this position, please complete the job application form available at the link provided. Please attach your resume and cover letter to your application. An application **MUST** be submitted to be considered for this position.