



Position Title: Program Manager II, Community Service Brigades & LendHOPEww

Supervisor: Chief Operating Officer

Status: Full-time

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 more than 1.5 million people annually on every inhabited continent. 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 hopeww.org. Connect on [Facebook](#), [Instagram](#), [YouTube](#), [LinkedIn](#), [Twitter](#), and [TikTok](#) for the most current news on programs around the world.

JOB OVERVIEW

As a Program Manager II, you will play a pivotal role in overseeing and advancing two critical programs: Community Service Brigades (CSB) and LendHOPEww. This multifaceted position requires 3-5 years of entrepreneurial leadership experience, volunteer management, and large program event experience. The successful candidate will be fluent in both English and Spanish and have strong communication and organizational skills along with the ability to build relationships with internal and external partners. This includes but is not limited to selecting countries to participate in the programs, providing training for the selected countries, and monitoring funding to support the programs.

RESPONSIBILITIES

Community Service Brigades Program

- Recruit, coordinate, and interface with volunteers throughout all phases of CSB trips.
- Manage volunteer screening, application, and approval process for all CSB trips.
- Liaise with HOPE *worldwide* (HOPEww) country directors, staff, volunteers, and ministry leaders to ensure the safety and effectiveness of CSB operations.
- Coordinate travel arrangements for volunteers to and from CSB sites.
- Negotiate and manage relationships with host country hotels, including room bookings, banquets, meals, and security arrangements.
- Contract with HOPEww directors to plan and conduct out-patient clinics for pediatric and adult medicine, dentistry and dental hygiene, full pharmacy, counseling services, and any other services depending on the needs of the country.
- Supervise CSB trips to ensure trip goals are met.
- Manage donor relationships in collaboration with the development department.

- Develop and manage budgets for CSB trips.
- Maintain quarterly and annual records to report to the HOPEww accounting department.
- Handle invoicing and tracking of all expenses related to CSB trips.
- Coordinate with HOPEww country directors to obtain Ministry of Health approval for all medications and in-kind donations being imported into the country.
- Procurement and monitoring of all medications and supplies needed for each CSB site.
- Recruit and engage new physician groups/practices for brigade participation.
- Conduct needs assessments for new CSB sites.
- Collaborate with various international-facing programs at HOPEww headquarters and GCC members for Latin America and Latin American programs.

LendHOPEww

Onboard New Countries:

- Identify and select countries suitable for LendHOPEww.
- Train and prepare selected countries to become LendHOPEww sites.

App Development:

- Collaborate with the application development team to make decisions about application development.
- Coordinate with application testing groups to ensure quality and functionality.
- Upload content onto the LendHOPEww application.

Content Creation:

- Build borrower profiles on the LendHOPEww application.

Program Development:

- Create program documents including but not limited to process flows and business plans.
- Manage the growth of the LendHOPEww program by implementing monitoring and evaluation criteria and introducing new program ideas.

Program Management:

- Manage borrowers in the pipeline.
- Monitor fundraising goals.

Program Research:

- Research legal guidelines and apply micro-lending best practices to the LendHOPEww program.

REQUIREMENTS

- Recognized by HOPE *worldwide* as being a spiritually fit Christian holding to fundamental Christian principles.
- Bachelor's degree in a relevant field preferred.
- Minimum of 5 years of experience in program management, preferably in international development or nonprofit sectors.
- Fluent in both English and Spanish, with demonstrated proficiency in written and verbal communication.
- Strong interpersonal, negotiation, and communication skills both oral and written.
- Demonstrated ability to manage multiple projects simultaneously.
- Experience working in multicultural environments and managing diverse teams.
- Conflict resolution and problem-solving skills.
- Proficiency in risk management, with the ability to identify, assess, and mitigate risks associated with program activities.
- Strong financial acumen, with experience in budget management, financial reporting, and resource optimization.
- Proficient in MS Office suite (Excel, Outlook, Word, etc.).
- Ability to travel internationally as needed.

TRAVEL

25-35% travel (international)

BENEFITS

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

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

HOW TO APPLY

To apply for this position, please follow these steps:

1. Complete the job application form available at [Provided Link].
2. Submit your resume and cover letter via email to hr@hopeww.org.