



## INTERNATIONAL PROGRAM COORDINATOR JOB DESCRIPTION

### OUR MISSION:

Help One Now exists to empower families in developing countries through high-capacity local leaders with proven solutions to end extreme poverty. We empower families through business, education, and community care in partnership with local leaders.

### OUR CORE VALUES:

At Help One Now, we are:

1. **Transparent** - We view all of our relationships as friendships, and value open conversations and transparency in those relationships - from our team, to donors, international partners, and everyone in between, we're always open, honest, and up front.
2. **Inclusive** - We are a wide table: we believe anyone who wants a seat at the table of doing good deserves to be here. That means we have a wide range of personalities and perspectives surrounding us, and we think that's beautiful. We recognize tension, but prioritize connection and empathy.
3. **Collaborative** - We believe our greatest gift is one another. Collaboration is how our best work gets done - collaborating with our friends, donors, international partners, and each other is what makes us great.
4. **Innovative** - We are smart, fun and entrepreneurial. Being part of our team means taking initiative and problem solving some of the most unique issues from small to large.
5. **Empowering** - We exist to empower people around the world, and we take that value to heart. This includes empowering our team, donors, and friends. We believe everyone's voice matters and seek to see all people live out their fullest potential.
6. **Committed** - We are committed to the partners, families, and children we serve around the world. We're in this for the long haul and we believe true partnership only exists with true commitment. That commitment is a two way street and we strive to uphold it in all of our relationships - our commitment to our donors, to utilize the resources they give for the greatest impact; to international partners, to stand by them and work together for good; to the people we serve, to develop in healthy, sustainable, dignified ways; and to each other, to see this work through.
7. **Friendship** - We value the collaborative relationships we develop here at Help One Now. We think the best way to stay committed and connected is to remember that we are building friendships. We create a team atmosphere, we love to have fun together, work hard and play hard. We take that value into every facet of our organization - our global partnerships, team building, donor journey, and board relationships.

## **WHAT WE MEAN BY LOCALLY LEAD**

Help One Now empowers local leaders who are already working effectively in their respective communities through friendship and partnership. They are our greatest resource, and without them, sustainable change is not possible.

These leaders are community development experts, pastors, team builders, and co-laborers for Christ on the journey to end poverty. They collaboratively mobilize the local church, government agencies, and other entities to engage the community's needs with crucial initiatives that produce community resilience, health, and progress.

## **POSITION SUMMARY:**

The International Program Coordinator is a key support role at Help One Now. In coordination with our Global Partners and US-based International Operations Team, this person is involved in the support, success, and data collection of Help One Now's international programs. This person will be responsible for supporting the international team in progressing toward and accomplishing organizational goals by facilitating team cohesion, organization of information, and streamlined, accurate team communication.

This position will report directly to the Director of International Operations, joining the international team in their main priority of coordinating, documenting, and supporting our global partners to further Help One Now's mission of empowering families in developing countries through high-capacity local leaders with proven solutions to end extreme poverty.

There is opportunity for this position to be part-time or full-time. This position is ideally located in our Raleigh, NC office and reports to the International Operations Director.

## **ESSENTIAL RESPONSIBILITIES:**

To perform this job, an individual must perform each of the following essential functions satisfactorily:

- Coordinate with global support staff to collect, manage and organize key information and data
- Monitor reporting and data for completion & quality, reporting updates to the appropriate team member.
  - These items include but are not limited to:
    - Monthly Progress Reports
    - Program Success/Assessment Reports
    - Impact Reports
    - Child Sponsorship Data, Photos and Activities
    - Stories of Program and Project Impact

- Monthly Financial Accountability Reports and Wire Requests
  - Monthly Wire Summaries
- Support Global Support Staff in successful reporting practices by
  - Creating and maintaining a centralized annual reporting calendar
  - Maintaining and distributing up to date reporting templates and forms
  - Communicating deadlines, reminders, and status updates
  - Removing obstacles and barriers to successful reporting through basic technology troubleshooting and support
- Attend international and global team meetings - take minutes, drive team clarity, build out action steps, facilitate related communication, perform status updates and maintain team deadlines.
- Support the International Field Manager throughout the trips process by performing various administrative, data and communication tasks.
- Work directly with the Fundraising and Marketing Teams as needed to request, gather and organize relevant international data, information and stories from global support staff

### **OTHER QUALIFICATIONS**

Knowledge of computer applications for the frequent use of email, word processing, data entry, spreadsheets. Must be able to handle multiple, simultaneous tasks effectively and efficiently. Strong verbal and written communication skills required. Must be detail oriented and organized with the ability to perform duties in a fast-paced environment, prioritize workload, and meet timely deadlines. Experience in international nonprofit work in which you regularly communicated with individuals from diverse cultures and backgrounds preferred.

### **YOU'RE THE RIGHT FIT IF:**

- You have a passion for sustainable change
- You are an excellent communicator
- You enjoy working with teams from diverse cultures and backgrounds around the world
- You value the importance of gathering quality data and information to tell powerful stories of impact
- You are detail oriented
- You find it rewarding to develop processes that help teams function more efficiently and effectively
- You have strong cross-cultural interpersonal skills
- You are committed to one of our mottos: "Struggle for Progress". International, meaningful, sustainable change is hard and slow work. It takes patience, care, innovation, and commitment.

## **HOW WE SUPPORT OUR TEAM**

- Generous paid time off: 10 days of paid time off to begin (builds with years of service) and paid company holidays
- 100% employer paid medical, vision, and dental insurance plan for employee only coverage
- Employer paid life insurance coverage
- 401k plan with a company paid non-elective contribution, as well as a company paid match based on voluntary contributions