



**Job Title:** Program Coordinator/Service Coordinator  
**Program:** Residential - Transitional and Long-Term  
**Status:** Full-Time (40 hours per week), Non-Exempt  
**Date Updated:** May 8, 2023

### **Job Description**

The critical role of the Program Coordinator is to recruit and manage volunteers and coordinate/lead ministry activities along with providing administrative support. The Ministry Coordinator will provide leadership to the transitional discipleship residential program that is located in Southern California and Southern NV. Additionally, this role will provide case management to program participants and clients outside of Rebirth Homes' residential programs. Travel is required for this position along with leading volunteers and liasoning between community partners and Rebirth Homes.

To apply, please submit your resume, cover letter and testimony of faith to [info@rebirthhomes.com](mailto:info@rebirthhomes.com)

**Job duties include, but are not limited to:**

#### **Volunteer Management**

- Oversee volunteers serving in the program and ensure they are communicated with and followed up with
- Engage volunteers in the ministry at the level they are call to serve in
- Provide training and guidance to volunteers serving in the program(s)
- Pray for volunteers and team members on a regular basis

#### **Community Liason**

- Represent Rebirth Homes in an uplifting and positive way when working with community partners including churches, businesses and individuals
- Ensure strong relationships are maintained in a professional manner with community partners who work with the transitional program

#### **Program Coordination**

- Support planning and coordination of a program and its activities
- Ensure implementation of policies and practices
- Maintain budget and track expenditures/transactions
- Manage communications through media relations, social media etc.
- Help build positive relations within the team and external parties
- Schedule and organize meetings/events and maintain agenda
- Ensure technology is used correctly for all operations (video conferencing, presentations etc.)
- Prepare paperwork and order material
- Keep updated records and create reports or proposals
- Assist with case management
- Provide support to clients and staff to help them achieve their goals
- Support growth and program development

### **Case Management**

- Ensure participants are followed up with within 24 hours of contacting Rebirth Homes
- Assist participants with achieving their goals
- Add resources to Rebirth Homes' resource list to ensure comprehensive resources are offered to any Human Trafficking victims who contact Rebirth Homes
- Conduct intake interviews within 24 hours of initial contact with Rebirth Homes
- Provide victims of Human Trafficking with a comprehensive array of restorative services which will meet their individual needs such as shelter, legal advocacy, medical care, dental care, translation, mental health and substance abuse treatment, interpreter services, case management, literacy, education, life skills training, and counseling; provide victims of human trafficking with a temporary visa card, issued by Immigration Customs Enforcement.
- Ensure that victims have support to access a variety of services that are coordinated across multiple agencies and service systems.
- Ensure the provision of wraparound services that meet the victim where they are, and help the victims make informed choices while working through the trauma or the victimization and interacting with the necessary local and federal partners
- Provide services to victims using a victim-centered and trauma-informed approach and include an assessment of their needs, development of individualized service plans, routine safety planning, assessment of eligibility for other public or community based programs, assistance in accessing publicly funded programs, assistance with crime victim compensation claims when possible, information and referral, documentation of services provided, and routine follow-up to ensure that the victim's needs are being addressed.

### **Follow up**

- Respond to personal emails, phone calls and other inquiries within 1 business day. For intakes, respond within 1 business day.

### **Other duties as assigned**

### **Qualifications/Experience**

Leadership Experience required - This role provides leadership to volunteers and other staff (when applicable) who serve in the areas outlined in the job description. The ideal candidate will have the following experience/skills:

- Bilingual preferred
- Proven record of excellent organizational skills and the ability to maintain processes
- Must be able to perform a high degree of administrative duties
- Strong boundaries are required for this role
- Must have experience managing multiple deadlines
- Strong ability to listen and validate
- Able to resolve conflict well
- Previous volunteer experience with Rebirth Homes or another anti-human trafficking organization is a plus.

**Requirements**

- Bachelor’s Degree
- 2+ years of ministry experience, preferably working with trafficking or other trauma survivors
- Valid CA Driver’s License
- Proof of insurance and clear DMV record

**Physical Requirements**

This role requires lifting and moving of up to 50 lbs. The work environment has household noises such as TV, music and other noises.

Signed:

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Name (Printed)	Signature	Date
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Supervisor Name (Printed)	Signature	Date
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