



# Program Administrator

## Organization Summary

Community Hope Center, Inc.  
2420 Old Vineland Road  
Kissimmee, FL 34746

The Community Hope Center seeks to restore dignity and self-sufficiency through holistic care to those in our community. We practice a model of Self-Determined Success that empowers those we work with to identify what success and stability looks like in their current situation; then walk alongside them as they engage in the steps to reach their success. We offer a variety of programs that work with the chronically homeless, literally homeless families, and the working poor living in and out of motels.

## Position Summary

The IDignity Osceola Program Administrator will work as a member of the Community Hope Center team to serve clients experiencing homelessness and housing insecurity in Osceola County. The Program Administrator's primary job will be to provide administrative/logistical support. The ability to multi-task, while maintaining complex schedules and managing administrative support, is essential in this position. The ideal candidate for this job is resourceful, a good problem solver and organized.

**Salary:** \$30,000 plus benefits

## Responsibilities and Duties

- Ensure the highest standards of confidentiality in all communications and client case work
- Assist in establishing and maintaining electronic and physical client files
- Provide administrative support in processing, ordering, tracking, and receiving client documents
- Communicate with clients and/or case managers via phone and/or email regarding the status of ongoing case work
- Provide general information to clients and others regarding IDignity processes and procedures
- Update client workflows in task management software
- Schedule and coordinate ongoing client care
- Collect, analyze and input client service data
- Use client services and other statistical data to prepare periodic billings and support development team in applying for grants and other funding
- Track program expenditures and maintain program budget spreadsheet
- Attend and take meeting notes for IDignity Leadership and Advisory Board meetings
- Coordinate/maintain Director, Community and Legal Services calendar/appointments
- Participate in Community Hope Center fundraising, community, and/or client service events as required
- Other duties as assigned



## Qualifications

- Bachelor's Degree
- Advanced communication and client service skills
- Preferred experience with those experiencing poverty and/or homelessness
- Bilingual (Spanish) Preferred
- Proficiency in Microsoft Office
- Detail oriented with strong time management and organizational skills
- Ability to sit or stand for extended periods of time
- Ability to move, lift, push, pull, and place objects weighing less than or equal to 10 pounds without assistance
- Able to pass a background check

**Please send resumes to [moreinfo@hope192.com](mailto:moreinfo@hope192.com)**