



## PROGRAM SUPPORT SPECIALIST

### ABOUT KIDS HOPE USA

At Kids Hope USA, we believe that all kids matter to Jesus and that the local church is uniquely called to care for children in their community. Students deserve caring and consistent adults in their lives to help them thrive. Since 1995, Kids Hope USA has lived into that belief, and into our mission to build life-changing relationships, one at a time.

Kids Hope USA pairs community-focused churches with their neighborhood school to send volunteer mentors into the schools to meet with students in a one-on-one mentoring relationship. Today, Kids Hope USA is represented in 750+ mentoring programs across the country.

Do you share our passion to mobilize the local church to bring hope to the lives of children in their community? Are you a high energy, creative, collaborative team member with a strong record of driving and delivering results that exceed expectations? Are you looking for meaningful work with a growing organization looking to make a lasting impact in the lives of children? If this describes you, Kids Hope USA could be the right team for you to join and make a difference as our Program Support Specialist.

### CORE VALUES

Relationships Matter: *Christ first, you second, me third. You belong. Stronger together. Mentoring makes a difference.*

Be Excellent: *Be curious. Do what you say you will do. Raise the bar.*

Keep It Simple: *Less is more. Keep the main thing, the main thing.*

Go Together: *United by Faith. How can I help? Collaborate.*

Believe What's Possible: *Keep dreaming. Why not? Try something new. Say YES!*

### POSITION DESCRIPTION

- *Number of hours: 24-30 per week*
- *Reports to: Program Success Manager*
- *Location: open to remote candidates in key regions with KHUSA programs, TX preferred*

The Program Support Specialist's primary role is to walk alongside and empower churches to maintain a strong mentoring program over the long-term. They accomplish this with an intentional, focused plan for maintaining regular contact, providing encouragement, sharing resources, driving program growth and expansion, and

helping programs navigate any challenges or issues that may arise. As a Program Support Specialist, you will help equip, support, coach, and develop Kids Hope USA's partner churches and the partner church directors—both directly (through interactions with an assigned partner portfolio) and indirectly (by collaborating with other members of the Program Success Team to drive growth across all mentoring programs). You will deliver the highest quality customer experience to enable our partner churches to sustain and grow a high-impact Kids Hope USA mentoring program.

## JOB RESPONSIBILITIES:

- Provide excellent support, resources, and guidance to help churches and community partners strengthen and expand their programs and deepen relationships among partner and school stakeholders.
- Ensure students have continued access to mentor support through middle school by promoting and expanding adoption of the NEXT program.
- Work with program leaders to set goals for their program—encouraging growth, expansion (both internally and through referrals), and continuing education
- Collaborate with the Program Success Team to identify resource needs and assist in developing new training and tools to meet those needs.
- Communicate and ensure Kids Hope USA standards and non-negotiable processes are in place, especially as they pertain to child safety.
- Utilize database and maintain accuracy to best serve and support partner programs.

## WHAT WE'RE LOOKING FOR:

- *Committed Christ-follower:* A vibrant and authentic Christian faith that guides your actions and aligns with Kids Hope USA's mission to show God's love to children through mentoring and the local church.
- *Relationship Builder:* Naturally develops and nurtures relationships and sees opportunities for new connections.
- *Effective Communicator:* Strong oral and written communication skills.
- *Strategic Problem-Solver:* A growth mindset with the ability to anticipate challenges and create innovative solutions.
- *Organized & Detail-Oriented:* Skilled at managing multiple priorities while meeting deadlines and goals.
- *Encourager & Coach:* Coaching skills to provide feedback and encouragement, ability to troubleshoot and provide solutions for Kids Hope USA partner directors.
- *Curious & Results-Driven:* Individually driven and takes initiative; enjoys learning – both self-taught and coachable; detail and results-oriented; motivated by both individual and team goals, committed to following through.
- *Tech-Savvy:* Proficiency in Microsoft Office and eagerness to embrace technology.

- *Relevant Experience:* Experience in mentoring, education, or Kids Hope USA programs is a plus.
- *Bonus Skills:* Bilingual abilities.

## WHY JOIN US?

The mission of Kids Hope USA has never been more important, and opportunities for growth are abundant. Kids Hope USA has a well-earned reputation as an organization of superior quality, stewardship, leadership, and mission. If you are looking for meaningful work with a passionate, high-performing team, we look forward to hearing from you!

## HOW TO APPLY

Submit your resume and cover letter detailing your experience and passion for Kids Hope USA's mission to [careers@kidshopeusa.org](mailto:careers@kidshopeusa.org).