

Scarlet Hope®

Program Facilitator

Roles & Responsibilities:

Reports to: Senior Program Director

Location: Louisville, KY

Scarlet Hope exists to share the hope and love of Jesus with women that have been exploited by the adult entertainment industry. Our vision is to see every exploited woman restored by the hope and confidence that Jesus loves her. Scarlet Hope seeks to provide gospel centered, trauma-informed, strengths-based services that empower individuals to take steps toward self-sufficiency.

The Program Facilitator role is a full-time position that accomplishes the overall mission of Scarlet Hope by supporting the Outreach and Community programs of Scarlet Hope. This position requires excellent organizational and collaborative skills, active problem solving and practical interpersonal skills. Some early morning, evening, and weekend work is required.

Responsibilities Defined:

Case Management and Intake Client Care:

- Oversee the intake process and ensure all intake volunteers utilize trauma-informed best practices
- Manage the client web page email account and respond promptly to all requests
- Provide trauma-informed, strengths-based, client-centered care to all Scarlet Hope Clients
- Collaborate with the Case Manager Lead to ensure all clients receive proper care
- Identify new and cultivate existing relationships with local resource partners
- Assist in planning and facilitating client events

Execution of Outreach and Community Programs:

- Plan and lead weekly club outreach
- Plan and execute club outreach special events and gift drops
- Partner with the Outreach Coordinator for effective Club Outreach and growth
- Recruit, train, and shepherd outreach volunteers in care and discipleship
- Track and manage weekly, monthly, and quarterly metrics and Key Performance Indicators
- Perform general administrative tasks that include, but are not limited to:
 - Scheduling
 - Volunteer correspondence
 - Sending weekly emails
 - Communicate with donors
 - Recording and tracking metrics
- Support Outreach and Community programs as duties are assigned by the Senior Program Director

Other Responsibilities

- Assist with volunteer and staff training as assigned
- Attend and participate in all Scarlet Hope meetings as directed and assist with all Scarlet Hope fundraising and promotional events as directed

Desired Qualifications

- Minimum of Bachelor's Degree in human services or a related field or lived experience that will allow the individual to effectively interact and support client population
- One year in a human services or ministry social services setting is preferred
- Experience working with mental health issues is preferred
- Experience working for a non-profit/Christian ministry is preferred
- Experience with local social service resources is preferred

Desired Work Characteristics

- Loves Jesus above all else while sharing gospel-centered, trauma-informed care to all Scarlet Hope clients
- Gets things done with results to show for their effort
- Accomplishes things that are remarkable-- above and beyond what is expected
- Exercises sound decision-making skills, acting quickly and decisively
- Communicates well and can convince others to act

- Deals well with ambiguity, makes order where others see confusion
- Flexibility with growing and changing program needs-- a willingness and openness for development and changes to case management strategies