



Hive for Hope and Healing Program Administrator

Position Summary

The Program Administrator serves as the primary coordinator for the Hive for Hope and Healing, ensuring the smooth day-to-day operation of the program. Working under the direction of the leadership team, the Program Administrator implements program activities, communicates with participants and partners, manages administrative processes, and helps ensure that the program fulfills its mission of expanding access to mental health services.

The leadership team is responsible for all substantive decisions regarding the program. The Program Administrator is responsible for carrying out the day-to-day operations and supporting the successful implementation of those decisions.

Qualifications

The ideal candidate will demonstrate:

- A commitment to the mission and core values of the Hive for Hope and Healing.
- Cultural awareness and sensitivity in serving the Black community.
- A heart for service and a strong belief in the importance of accessible mental health care.
- Previous administrative and budgeting experience
- Excellent written and verbal communication skills.
- Strong organizational skills with the ability to manage multiple tasks, deadlines, and information systems.
- Proficiency with the Google Suite of apps.
- The ability to work independently while maintaining clear communication with the leadership team.
- Strong attention to detail and the ability to prioritize responsibilities effectively.

813 Darby Street

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stambroseraleigh.org



Core Values

Confidentiality

Confidentiality is a foundational ethical principle of mental health services. The Program Administrator is responsible for protecting the privacy of all program participants by maintaining strict confidentiality of participant names, contact information, and other sensitive information. Participant information will only be shared with authorized therapist partners as necessary for service delivery.

Dignity

Every participant, therapist partner, volunteer, and community partner will be treated with respect, compassion, and professionalism. The Program Administrator will foster an environment that honors the inherent dignity and worth of every individual.

Professionalism

The Program Administrator will represent the Hive for Hope and Healing with professionalism, responsiveness, and integrity. Communications should be courteous, accurate, and timely, with responses provided within 24-48 hours whenever possible.

Responsibilities

The Program Administrator is responsible for the daily administration of the Hive for Hope and Healing, including:

- Serving as the primary point of contact for program participants, therapist partners, the website designer, financial administrators, and the leadership team.
- Promoting the program through outreach to individuals, churches, community organizations, and other potential referral partners.
- Tracking participant enrollment, therapy voucher distribution, and the number of counseling sessions utilized.
- Assisting participants with contacting their assigned therapist, using therapy vouchers, and navigating the program, while responding to participant questions in a timely and compassionate manner.
- Distributing therapy vouchers according to program guidelines.
- Coordinating with financial administrators to ensure therapist partners are paid accurately and in a timely manner, while maintaining payment records.

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- Maintaining accurate program records and administrative documentation.
- Tracking personal work hours and communicating workload, priorities, and administrative needs with the leadership team.
- Assisting with planning and facilitating the program debriefing session at the conclusion of the grant cycle.
- Contributing to the preparation of the program evaluation and grant reporting at the end of the grant cycle.
- Performing other administrative duties that support the successful operation of the Hive for Hope and Healing, as assigned by the leadership team.

Hours and Compensation and timeline

- 30 hours/month
- \$900/month for 10 months
- Hire date tentatively 8.1.2026

Submit Cover Letter and Resume to:

hive@stambroseraleigh.org

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