



PROGRAMS ADMINISTRATOR

2021-22

OUR MISSION:

Providing a safe, welcoming and inclusive space to traditionally underserved populations to come together as a community to provide children with a rich learning foundation.

OUR VALUES:

** High-touch approach to families * Community-building approach * Multicultural * Philosophy of Listening
* Parents and caregivers do not feel they are being judged* Continuous Learning*

POSITION PURPOSE

The Programs Administrator's Role is to accomplish/achieve the following:

- Provide administrative expertise to Lotus Bloom's Departments of Learning and Family Navigation through the development, implementation and evaluation of all family engagement processes including but not limited to:
 - Develop and deliver communications to playgroup attendees in collaboration with teaching teams and family navigators
 - Provide additional support in organizing and coordinating distributions at Lotus Bloom's family resource centers and other neighborhood locations
 - Collaborate with the Family Navigation team to complete timely and accurate data entry into grant portals and for internal purposes.
- Collaborate with Directors of Learning and Family Navigation with their program teams to ensure grant deliverables are documented for exceptional reporting
- Increase cross-cultural relationships, self-awareness, competency, and advocacy
- **Reports to the Director of Programs**

CORE CHARACTERISTICS FOR EFFECTIVENESS:

Distinguishing characteristics that enable the Programs Administrator to be very effective include:

- Strong organizational and communications skills
- Innovative self starter with a "can-do" attitude that seeks creative solutions
- Ability to represent and communicate the Lotus Bloom brand
- High-level competence in best practices around communications
- Proven ability to manage projects from beginning to end according to outlined scope, budget, and timeline
- Ability to set, communicate and effectively meet project deadlines
- Attention to detail and working knowledge of Lotus Bloom's quality standards
- Effective community organizer and relationship builder; demonstrated experience utilizing a strengths-based approach
- Takes initiative to create new systems of data tracking and scheduling and recommends best practices

Lotus Bloom

2800 Park Blvd.
Oakland, CA 94610
510-735-9222
www.lotusbloomfamily.org



RESPONSIBILITIES:

This position's responsibilities include receiving orders, organizing in person meetings, special events or general office maintenance (filing, mail, etc.) can be conducted entirely from a remote location.

Administrative Support for Learning Team

- Coordinate with the Director of Learning to organize the curriculum folder
- Research local kid-friendly spots for field trips and purchase passes/tickets
- Coordinate with transportation companies to provide a bus for the field trip
- Order program snacks that adhere to Lotus Bloom's Healthy Food Policy (preferably organic and low sugar snack options) for all three Lotus Bloom sites
- Order cleaning and facility supplies (preferably eco-friendly and sustainable products) for all three Lotus Bloom sites
- Order event supplies and snacks for program Community Events (craft fairs, movie days, etc)

Administrative Support for Family Navigation Team

- Coordinate with the Director of Family Navigation to design team-centered projects and objectives, processes and files data to systems that contain community resources, client information, and Family Navigation information
- Coordinate and receive diaper deliveries for San Antonio and Room to Bloom sites
- Support Family Navigators during Diaper Distributions at San Antonio and Room to Bloom sites when applicable
- Support in Parent workshops
 - Create zoom meeting, registration form, and send calendar invite to facilitator(s) and interpreters
 - Create and monitor registration spreadsheet, take attendance on parents who participate
 - Purchase gift cards for participants

Overall Administrative Support

- Support the Director of Learning and the Director of Family Navigation in meeting deadlines, managing program calendar, document meeting notes, and elevate themes.
 - Includes creation of agendas and participation in bi-weekly meetings per team
- Create registration forms for field trips, workshops, playgroups etc
- Create calendar invites for containing program events, workshops, meetings and trainings
- Create and design flyers for programs events, workshops and distributions

Site Operations

- Oversee Lotus Bloom's Customer Relationship Management (CRM) systems with consistent updates to participant family information in CitySpan, Help and Mother Out, Alameda Kids, and other applicable databases
- Direct and respond to incoming general inquiries via email, mail, and telephone

QUALIFICATIONS:

- Family Support is at the core of our mission and vision. We are seeking an individual who understands or has a working knowledge of Family Support and is passionate about empowering children and families through strength-based practices.
- Self starter, problem-solver with strong organizational skills and the ability to multitask

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- Excellent written and verbal communication skills
 - Intermediate to advanced computer proficiency
 - Experience utilizing Google Suite, Canva, Zoom, and other cloud-based platforms
 - Experience with CRM Platforms (ie. Salesforce)
 - Familiarity with early childhood education or child development
 - Lived/Working experience in the African American community or verbal and written skills in Spanish, Chinese, or Arabic a plus

COMPENSATION: \$18.70 - \$24.00 / hour *based on experience; Benefits Package includes Paid vacation, holidays, and sick time. Paid medical and dental benefits for full time employees (30+ hours per week). 40 hours/week

DISCLAIMER: The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor is it to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.