



ADMINISTRATIVE COORDINATOR

Hours: Full Time | Non- Exempt (Monday-Thursday 28-32 hours)

Location: Blount County (undisclosed location)

Education: High school diploma or equivalent, Bachelors Preferred

Supervisor: Director of Garland Oaks

Team: Administrative Team

ABOUT GARLAND OAKS

Garland Oaks is a Christ-centered safe home in Tennessee dedicated to serving female survivors of sex trafficking ages 11–16. Designed as a small, family-style home, the program provides a safe, highly structured environment where each resident receives individualized attention and care.

Focused on long-term, holistic restoration, Garland Oaks addresses the emotional, psychological, spiritual, relational, and educational needs of each youth. Through trauma-informed care, personalized support, life-skills development, academic guidance, and faith-based discipleship, the program seeks to create lasting transformation. Garland Oaks is committed to helping residents rebuild their sense of identity, safety, dignity, and hope as they move toward sustained healing and a restored future.

POSITION SUMMARY

The Administrative Coordinator provides high-level administrative and operational support to senior leadership within the safe home. This role is essential in ensuring the smooth coordination of daily operations, communications, compliance tasks, and leadership priorities in a fast-paced, mission-driven environment.

The ideal candidate is highly organized, adaptable, and able to manage multiple competing priorities with accuracy and efficiency. This position requires strong discernment in time management, the ability to respond quickly to direction, and a consistent commitment to meeting the expectations of leadership.

The Administrative Coordinator must be a proactive self-starter who demonstrates high initiative while remaining collaborative and responsive to guidance. The role is not independent in nature; success depends on the ability to work closely with leadership and staff, follow established direction, and support team-based objectives.

Key responsibilities include coordinating schedules, supporting meetings and communications, maintaining documentation and compliance records, assisting with onboarding and training support, and ensuring operational tasks are completed in a timely and organized manner.

This position requires someone who can remain composed in a dynamic environment, adapt quickly to shifting priorities, and consistently support leadership in delivering safe, structured, and effective services for residents and staff.

ADMINISTRATIVE COORDINATOR

PRINCIPAL DUTIES

- Assist leadership in executing management plans for assigned projects
- Support the Senior Director in preparing for and coordinating staff meetings
- Plan and coordinate staff appreciation luncheons and events
- Support the coordination and planning of annual training initiatives
- Support initial recruitment processes by reviewing new candidates, responding to inquiries, and facilitating communication throughout the hiring process
- Assist with onboarding and training of new employees, including preparing training materials, organizing orientation schedules, and supporting a smooth transition into the organization
- Support the documentation of incident reports and organization of risk management records
- Support compliance monitoring efforts by overseeing annual task completion, maintaining documentation, and ensuring adherence to established standards and specifications

Daily Administrative Support

- Perform daily operational tasks efficiently and in a timely manner
- Respond to phone inquiries professionally, delivering clear information and directing callers to the appropriate resources or staff members
- Organize meetings, including scheduling, sending reminders, and coordinating catering
- Manage calendars by scheduling appointments and prioritizing sensitive matters
- Enter and manage information in digital databases
- Prepare communications, including memos, emails, reports, and other correspondence
- Write and edit documents, including letters, reports, policies, and instructional materials
- Create and maintain filing systems, both electronic and physical
- Perform basic accounting duties related to the Safe Home budget, including tracking expenses, processing routine financial transactions, and assisting with budget monitoring and reporting
- Sort and distribute incoming mail
- Assist in creating and updating presentations and marketing materials
- Maintain, cultivate and support relationships with agency partners
- Assist staff, residents, and volunteers with logistical needs and concerns
- Provide professional liaison support between leadership and staff as needed

ADMINISTRATIVE COORDINATOR

CONTINUED PRINCIPAL DUTIES

Direct Care (as needed)

- Ensure a safe and healing environment by maintaining a structured, nurturing environment for each resident, guiding them through pre-planned daily schedules.
- Ensure all activities are trauma-informed, survivor-centered, and developmentally appropriate.
- Provide continuous, hands-on supervision in accordance with facility policies to ensure the safety, security, and well-being of residents and staff.
- Supervise and facilitate structured and leisure activities, including fitness, chores, field trips, and individualized programs.
- Assist residents with daily routines such as bathing, personal hygiene, dressing, and other self-care tasks to maintain cleanliness and comfort.
- Ensure accurate and safe administration of medications in compliance with facility policies, thoroughly documenting each dose and monitoring residents for potential adverse reactions.
- Implement and administer behavior management programs tailored to individual needs.
- Observe residents for behavioral changes signaling potential crises and intervene according to policy; notifying leadership as needed.
- Document unusual behaviors, disciplinary actions, and physical or mental health concerns accurately and promptly to supervisors.
- Enforce and uphold safety, behavioral, and operational standards by holding self and team members accountable to established policies and procedures.
- Maintain appropriate professional boundaries, confidentiality, and ethical conduct at all times.
- Maintain, enforce, and model cleanliness, organization, and safety standards throughout the facility. Ensure all areas—including resident rooms, common areas, and workspaces—are orderly and free of hazards.
- Work collaboratively with staff to provide consistent structure, guidance, and support for residents.
- Maintain timely and effective communication with supervisors and team members regarding resident care, incidents, and program updates.

Other

- Complete daily documentation accurately and promptly.
- Steward program funds responsibly by following financial procedures, tracking expenses accurately, and submitting receipts promptly to ensure accountability.
- Attend and contribute to staff meetings, trainings, and incident debriefs.
- Provide supervision and mentorship to volunteers and interns.

ADMINISTRATIVE COORDINATOR

EDUCATION, EXPERIENCE, OTHER QUALIFICATIONS

A. Education

- High school diploma or equivalent, Bachelors Preferred

B. Experience

- 3+ years of administrative or executive support experience
- Experience working as a team
- Previous experience working with youth with emotional and behavioral challenges preferred

C. Character and Skills

- Ability to anticipate leadership needs before they are expressed
- Strong professional presence and liaison skills between leadership and staff
- Capacity to manage multiple priorities under pressure
- Highly organized, detail-oriented and able to work under pressure
- Strong observation, analytical, and problem-solving skills
- Clear and effective written and verbal communication
- Patient, empathetic, and creative
- Calm and professional in challenging situations
- Adaptable and productive in unstructured environments with frequent interruptions
- Demonstrates ethical conduct, reliability, and flexibility
- Proficient in Microsoft Suite and other management software
- Willingness to learn basic InDesign software
- Excellent interpersonal skills with the ability to build positive, collaborative relationships with diverse staff and volunteers
- Passionate about ending DMST and working alongside others who share that mission

D. Spiritual

- Deep faith in and abiding walk with Christ, understanding of Biblical principles and of the hope, healing, and redemptive work of Christ.
- Growing spiritual life and commitment to honoring the Lord both within Garland Oaks and beyond.
- Full agreement with and adherence to our Statement of Faith (The Lausanne Covenant).

E. Other

- Be capable of picking up at least 25 lbs. and climbing stairs.
- Submit all required state and federal background checks and clearance documentation.
- Once selected, successfully complete the prescribed courses of training.
- Must possess a valid Tennessee driver's license.

ADMINISTRATIVE COORDINATOR

COMPLIANCE RESPONSIBILITIES

- Must possess the knowledge, skills, and ability to effectively operate a 24/7 program and demonstrate flexibility to accommodate its variable scheduling demands, including the capacity to respond appropriately to incremental or severe weather conditions that may impact program operations, staffing availability, transportation, or the safety and well-being of residents.
- Comply with all applicable state and national standards for accreditation and certification, ensuring programs, documentation, and practices consistently meet regulatory and licensing requirements.
- Ensure all agency activities are conducted in full accordance with federal HIPAA regulations, safeguarding resident privacy and maintaining the confidentiality and security of all protected health information.

OTHER DUTIES

This job description in no way implies that the duties listed are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.

TO APPLY

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