



Program Coordinator

Full-time position

Location: Washington, DC, flexible in-office and remote; fully remote until at least Summer 2021

Hostage US is a non-profit, non-partisan organization that supports families with a loved one taken hostage or wrongfully detained abroad throughout the kidnapping and to hostages when they return home to help rebuild their lives. We do not get involved in the operational response of hostage-takings, but through our support and services, we make the ordeal more bearable for the family. We have a vast network of board members, advisory council members, volunteers, donors, and strategic partners who help provide support and services to families.

SUMMARY

Hostage US is seeking a full-time Program Coordinator to join its team based in Washington, DC, reporting directly to the Executive Director. This role will assist with the functioning and development of our programs and operational activities for Hostage US. The position offers the opportunity to make a tangible impact on the vital mission of Hostage US, working with its talented and highly motivated team, and there are considerable opportunities to grow with the organization. Hostage US is committed to supporting staff development.

RESPONSIBILITIES

Family Support Program

- Assist in fielding and evaluating incoming cases to determine eligibility for Hostage US services
- Help to create resources, including guides and information sheets for volunteers to help them in the delivery of support and for families to allow them to cope through the kidnapping
- Collect key program data and assist in the preparation of reports for internal and external stakeholders
- Assist volunteers with delivering support to families, including by conducting research to identify support services for families
- Assist in the recruitment and training of volunteers and strategic partners
- Work with the Executive Director to coordinate the gathering of feedback from families, former hostages, and event attendees to continually improve the quality of programs
- Monitor functionality of the helpline and oversee annual review with the helpline provider

Communications

- Oversee the online communications strategy, including planning, drafting, and sending general marketing emails, newsletters, and social media
- Update and design collateral material for Education Program seminars and training, Family Support Program resources, and marketing materials
- Update website as needed, including adding new resources for families and hostages, updating text on pages, and creating event pages
- Monitor online analytics from marketing emails, website, and social media and collect monthly data
- Support creation, printing, and mailing of the Annual Report



Event and Campaign Planning

- In collaboration with the Executive Director, create an annual schedule of events
- Coordinate logistics and delivery of in-person and online fundraising, Education Program, and Family Support Program events, including overseeing aspects, such as scheduling, venue liaison, catering, silent auction, ticket sales, attendee tracking, speaker liaison, and follow up
- Lead online fundraising campaigns, including, but not limited to, our Giving Tuesday campaign, year-end campaign, annual half marathon, and 5km fundraiser, and ad hoc online campaigns by Board members, Advisory Council members, volunteers, and supporters

Fundraising and Development

- Oversee the applicable administrative activities associated with the fundraising program, including gift acknowledgments
- Assist the Executive Director with donor cultivation and maintaining relationships with key donors
- Work closely with the Executive Director and board members, identify and develop a robust prospect portfolio
- Lead and manage the identification, research, and solicitation of new donors and event sponsors, including individuals, corporations, grants, and lead on materials in support of solicitation activities

Administration

- Oversee the management and updating of Salesforce (Database/CRM system)
- Schedule and organize meetings, phone calls, webinars, and trainings, prepare background briefs, and take minutes
- Oversee the recruitment of and tasks for interns in the Fall, Spring, and Summer
- Assist with basic financial management, including monthly reporting to the bookkeeper
- Oversee office management, including ordering supplies, monitoring the general email account and organizational deadlines

General Support

- Assist the Executive Director with any other projects or tasks as needed
- Be involved in helping to make Hostage US an efficient, focused, and well-run organization and ensure the office environment and organizational culture are in keeping with our values and mission

QUALIFICATIONS

We are looking for someone with the following experience and qualities:

Experience

- A Bachelor's degree (or equivalent experience) in Business Administration, International Business, International Relations, Communications, Journalism, or other relevant field
- Three years of relevant program or administrative experience
- Experience in planning and delivering events

Qualities

- Motivated self-starter with the ability to work independently
- Highly organized and detail-oriented
- High level of computer proficiency, including adept knowledge of Microsoft programs
- Excellent written and oral communications skills
- Demonstrated tact, ability to gain respect from various stakeholders, and a respect for confidentiality
- Understanding of and commitment to the mission of Hostage US



Position Salary: \$40-45,000, dependent on experience

HOW TO APPLY

Send your resume and a cover letter detailing your interest in the role, how your experience meets the requirements, and salary expectations. Applications without a cover letter will not be considered.

Applications are ongoing. Please submit your resume and cover letter to recruitment@hostageus.org

Interviews will be held over Zoom and will involve an element of technical testing.

ABOUT HOSTAGE US

Hostage US a registered 501(c)3 non-profit organization. We ensure that Americans taken hostage abroad and their families receive the support and guidance they need to cope with the challenges a kidnapping. We provide support free of charge and on a fully confidential basis. We are an independent, non-governmental organization ready to serve the needs of hostages and their families. We are family first – family last.

We have a wide network of advisors and pro bono partners ready to deliver professional services to hostage families facing challenges, including financial, legal, media, medical, and mental health related challenges. Our people have a unique range of experience – we are former hostages and their family members, we are subject matter experts, we are former diplomats and those who have worked previously on kidnap cases, we are professionals from fields such as legal, financial advisory services, health, and mental health. We are ready to support hostages and families wherever they are and whatever their needs.

Hostage US is not involved in operational responses to kidnappings – we do not negotiate, raise ransoms, or advise on any of these options. We cannot help bring a loved one back, but we can make a frightening and lonely experience more bearable through care, support, information, and access to the very best professional services.

We help organizations learn best practices to deliver high-quality support to families and returning hostages through our education program. We offer a range of seminars, events, and training for organizations whose staff have a risk of kidnapping.

For further information about Hostage US, visit www.hostageus.org

Hostage US is an Equal Opportunity / Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.