



Program Manager

About Pathways for Little Feet

Pathways for Little Feet envisions a world where every child is a permanent member of a loving family. Since 2008, the adoption interest-free loan program has provided financial assistance to help adoptive families overcome the financial barriers associated with the high cost of adoption. The post-adoption care program provides counseling and therapy grants in addition to prayer and resources to help children and families heal from trauma, grief, and loss. In addition, our Farms partnership helps provide holistic care for orphaned and vulnerable children internationally. Pathways for Little Feet is excited to be launching an adoption grant program for adoptive families demonstrating the greatest financial need for adoption costs.

Job Summary

The Program Manager supports the Program Director, and leadership team, in the effort to maintain existing programs and grow in the launch of new program initiatives. This position serves as the administrator overseeing the adoption interest-free loan program alongside assistance with adoption grants, counseling and therapy grants, local ministry outreach, program marketing activities, and other administrative tasks as needed.

The ideal candidate will have a proven ability to foster relationships and collaboration with industry-wide professionals, families, and others in ministry or non-profit spaces. In addition, they will be committed to working in a dynamic environment and handling numerous tasks. This position is an opportunity to be hands-on, build relationships with adoptive families, learn various skills, and help Pathways for Little Feet meet the needs of adoptive families.

Job Responsibilities

The Program Manager reports to the Program Director (Executive Director as needed) and is responsible for the following:

- Collaborate with Program Director to oversee the adoption interest-free loan program, help with the launch of new programs, and assist with other administrative tasks
- Reviewing family applications that meet Pathways for Little Feet's criteria and presenting qualified applicants to the Program Director for approval
- Communicate with families from the application stage through the completion of their loan repayments. Cultivate content, such as photo, stories, quotes, etc. to help promote programs
- Creating program content for social media, emails via Constant Contact, printed pieces, and other marketing materials. Collaborate with development team to utilize content in grant writing, campaigns, and other development marketing initiatives
- Demonstrates financial responsibility by assisting with administrative QuickBooks tasks, depositing checks, and other accounts payable needs for loan and grant programs

- Preparing data and working with contractor for monthly statements to families for correct balance information. Follow up with families with outstanding balances to keep records updated, pray and/or offer encouragement, and make appropriate suggestions for pausing or delaying repayments for the loan program
- Utilize CRM and database for maintaining program statistics
- Building and maintaining strategic relationships with churches, ministry partners, families, other industry professionals, board members, vendors, and other constituents
- Travel for adoption/orphan care conferences, assistance with booth logistics and travel arrangements
- Prepare information for annual third-party audit in collaboration with the team
- Assist with annual event planning and campaigns as needed
- Additional administrative tasks as assigned

Qualifications

- Bachelor's degree
- Detail-oriented, creative, organized
- Strong written proficiency and interpersonal communication skills
- Proficiency in Microsoft Office Suite
- A track record of developing and maintaining strong working relationships
- Capable of managing multiple projects and work with perseverance and determination to the best of your ability

Personal Attributes

- Strong spiritual maturity as evidenced by an outward growing relationship with Jesus Christ and active involvement in a local Christian church
- Willingness to sign Pathways' Statement of Beliefs
- Comfortable praying with adoptive families over the phone
- Self-motivated, ability to change gears as needed, with an eagerness and willingness to learn,
- Teachable, compassionate, loyal, discerning, and patient in working with others
- Leadership style which fosters integrity, respect, trust, confidence, and humility

Helpful but not required to apply for this position:

- Knowledge of the adoption process, orphan care, and/or foster care communities
- Knowledge of trauma-informed care for children from hard places and/or adoption-competency
- Knowledge of working in a nonprofit environment
- Experience with QuickBooks software and/or basic accounting principles
- Experience with Customer Relationship Management (CRM) tools
- Graphic design and/or experience with Canva or similar tool for content creation
- Experience with Constant Contact or similar email marketing tool

What Else You Should Know

This position is full-time and based in Houston, Texas, and requires minimal travel

Salary is based on experience. Benefits include medical and dental coverage and 16 days of paid time off.

How to Apply

Please send a cover letter and resume to Mindy LeBlanc, Executive Director, at mleblanc@pathwaysforlittlefeet.org