

County Administrator Job Description

Job Title:

100 Families of Pulaski County Administrator

Program:

100 Families of Pulaski County

Location:

Every Arkansan, Inc. 1900 Pine Street, North Little Rock, AR 72114

Reports To:

County Coordinator and Team Lead

Position Type:

Full-Time | Hourly

Position Summary:

The County Administrator is a key team member of the 100 Families of Pulaski County initiative, serving as a hub for communication and coordination between program participants and alliance partners. This role supports daily operations, case navigation, and administrative functions while helping ensure families receive the resources and services they need to achieve stability and self-sufficiency. The Administrator works closely with the County Coordinator and Team Lead to carry out program goals in alignment with the Restore Hope Model and Every Arkansan's values.

Key Responsibilities:**Administrative & Communication Support**

- Answer phones, respond to voicemails, and serve as the first point of contact for participants, partners, and the public.
- Maintain calendars, update contact lists, schedule appointments, and track internal and external communications.
- Prepare agendas, send reminders, and record meeting minutes for Alliance, Point of Contact Provider, and Committee meetings.

- Coordinate logistics for all meetings and collaborative efforts.
- Participate in 100 Families meetings, team huddles, and training sessions as required.

Participant & Community Engagement

- Assist participants and family advocates in obtaining vital records (e.g., birth certificates, IDs, Social Security cards).
- Provide resource navigation to participants in crisis using a trauma-informed and strengths-based approach.
- Coordinate trainings with community service providers using the HopeHub Case Management system.
- Maintain detailed and confidential meeting notes and documentation.
- Attend community events and trainings as needed.

Partner Collaboration

- Serve as a liaison to Alliance Partners, helping to ensure alignment, follow-through, and shared outcomes.
- Collaborate with the team to track resource availability, identify service gaps, and support service coordination across sectors, updating the information in the HopeHub case management system.
- Organize and support community events, resource fairs, and partner meetings.

Social Media & Public Relations

- Manage weekly social media postings to share participant success stories, upcoming events, and resources.
- Monitor messages and inquiries on program platforms and respond appropriately.
- Manage referrals and assignments with advocates and community partners.
- Distribute and monitor communications to/from participants, partners and alliance members.

Technology & Case Management

- Required and ongoing training in the Restore Hope Model and utilize the HopeHub Case Management platform.
- Enter participant data, generate referrals, log activities, and assist advocates with digital tracking tools.
- Ensure timely and accurate documentation in alignment with program standards.

Professional Conduct

- Conduct oneself with professionalism, integrity, and alignment with the Core Values of Every Arkansan.
- Maintain professional appearance and respectful, trauma-informed behavior with clients, staff, and partners.
- Handle confidential and sensitive information with discretion.
- Other duties as assigned.

Qualifications:

- High school diploma or equivalent required; Associate's or Bachelor's degree in Human Services, Communications, or a related field preferred.
- Excellent verbal and written communication skills, including proficiency in English grammar, spelling, and punctuation.
- Strong interpersonal skills and the ability to build and maintain positive relationships with participants, partners, and staff.
- Familiarity with Microsoft Office Suite and other word processing applications (Google Docs, Sheets, email, etc.).
- Comfortable and proficient with computers and general office technology.
- Able to handle multiple requests, tasks, and assignments in a fast-paced environment.
- Skilled in time management, with the ability to multitask, prioritize, and meet deadlines.
- Willingness to follow instructions and learn new procedures as needed.
- Able to quickly adapt to a wide variety of practices, programs, and community services.
- Willing and able to collaborate in a team environment and maintain flexibility.
- Demonstrates a professional attitude and appearance at all times.
- Ability to operate within a multi-tiered leadership structure.
- Comfortable working in a highly professional, mission-driven setting with sensitivity to trauma, poverty, and systemic barriers.
- Able to maintain professional relationships with community partners, government officials, and stakeholders.
- Background check required.

Benefits Include:

- Employer-paid medical insurance for staff
- Dental & Vision Insurance
- Paid time off (vacation, sick leave, holidays)
- Life insurance
- Disability insurance
- 403 B Retirement plan

To Apply:

Submit your resume and cover letter to Deanna Walderns via email to

deanna@everyarkansan.org. Applications will be accepted until the position is filled.