

Coaching Administrator

About Divine Renovation

Bringing hope to priests, life to parishes, and people to Jesus | At Divine Renovation, we equip parishes to become missional so that they bring people to Jesus. Through coaching, events, and resources, we accompany priests and parish leaders globally — with incorporated offices in Canada, the US, the UK, Australasia, and Germany.

About the Role

The Coaching Administrator provides the critical service of communicating between the Regional Lead and the coach and, where needed, provides technical support to parishes and priests who receive coaching.

Key Responsibilities:

- Onboarding: In partnership with the Director of Coaching, facilitate and oversee the onboarding process for new coaches and coordinate the onboarding of new contract coaches.
- Communication: Update parishes on all relevant information regarding coaching schedules, online events, leadership sessions, and pastor cohorts, as well as any changes to or cancellations of these events.
- Manage the Coaching inbox, respond to inquiries from parishes, coaches, and internal staff, and maintain timely communication through email, Microsoft Teams, and other communication platforms as required.
- Invoicing (in partnership with the Regional Accountants): For contract coaches (and others as required), ensure the timeliness of invoicing for and payment of services; for parishes and priests, regularly monitor coaching payments to the Ministry. Process staff coach invoice reports and coordinate the quarterly contract coach payment process.
- Schedule all group coaching. Establish service schedules for Regional Lead-approved coaching and distribute partnership communications.
- Customer Service: Alongside the Director of Coaching, provide exemplary service to parishes and priests regarding, e.g., scheduling questions and concerns, tech issues, and metrics. Provide ongoing support for the Compass Portal, including troubleshooting user issues and maintaining coaching-related content as required.
- Support:
 - the Director of Coaching and full-time coaches by organizing meeting topics, contributing to discussion, and capturing notes and takeaways during meetings
 - Coaches in their administrative tasks (e.g., logging attendance and submitting feedback forms) and in accessing/using the coaching tools, training/support resources, etc.
 - Coordinate Coaching Leadership Team meetings by preparing agendas, documenting action items, and tracking follow-up activities.
 - Coordinate monthly All Coaches meetings, including agenda preparation, meeting reminders, and recap communications.
 - Monitor one-to-one coaching renewals and provide advance renewal reminders to coaches and parishes.



- Liaison:
 - with the Regional Leads to ensure clarity of support for the coached parishes in their regions.
 - with IT to improve coaching processes as needed.
 - with MarComms for external promotion of group coaching.
 - Maintain coaching operations and records, including active coaching, Kickstart coaching engagements, coach feedback, service hour tracking, Coaching Leadership Team calendars, Coaches' Corner resources, and the coaching roster.
 - Review coaching reports on a regular basis to ensure coaching sessions, service hours, and coach documentation are complete and accurate.
 - Review mentor coach assignments annually and recommend updates as required.
 - Monitor coaching capacity to ensure *Kickstart* cohorts have appropriate coach availability.
- Other tasks as required

Qualities and Key Attributes

- A deep understanding of the Catholic Church and the mission of Divine Renovation Ministry, and the strength of character to represent the Ministry in the community
- Ability to connect authentically and credibly with colleagues, board members, external partners, donors, and parish and diocesan leaders
- Excellent written and verbal communication skills
- Productivity in a remote-work context
- Enthusiasm for learning new things
- Excellent organizational skills
- Discipline when setting and achieving goals
- Flexibility when priorities shift
- Commitment to diligent customer service
- Ability to work effectively within a team and to receive direction and feedback with openness
- Skill in engaged listening
- Discretion when dealing with confidential information
- Solid judgment
- Ability to work with iOS and Windows operating systems, Google, and new technology
- Experience with a relationship management tool (such as Salesforce), project management software, and Microsoft products

Qualifications

- Education and Experience: a post-secondary qualification with two years' experience working in ministry or an equivalent combination of education and experience
- Legal Standing or Clearances: a satisfactory criminal record check

How to Apply:

Please send a copy of your resume/CV and cover letter to Delrina Watson (Human Resources) at resume@divinerenovation.org.