

Pregnancy Help Center

Client Services Director Job Description

Objectives of the position: The Client Services Director is responsible for ensuring that the mission and vision of Pregnancy Help Center is realized through effective management of all client-related services with excellence. The CSD will direct general day-to-day operations, including the scheduling of all volunteers required to meet with clients and keep the Center staffed. The CSD will oversee delivery of client services (at PHC or via travel), supporting resources, and materials needed to meet the needs of our clientele. The CSD is accountable for working with the CEO to provide ongoing care of the center necessary to create a warm and welcoming environment. The CSD will also facilitate the training of volunteers and ongoing education in partnership with the CEO depending on needs or talents.

Reports to: CEO

Supervises: Center volunteers

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Exhibit a strong commitment and dedication to the pro-life position and sexual purity.
3. Agree and be willing to uphold the Statement of Principle, Statement of Faith, and the policies of PHC.
4. Agree and be willing to work respectfully under the authority of the CEO.
5. Be an active member of a local church in regular in-person attendance and fellowship.
6. Be committed to Bible-based counseling, evangelism, and discipleship.
7. Have experience in a helping field or related training.
8. Have experience as a volunteer or employee in ministry.
9. Be able to provide spiritual leadership, discipleship, encouragement, and direction for volunteers.
10. Be able to develop and implement strategic plans and goals for the center.
11. Carries out responsibilities with little or no supervision.
12. Be self-motivated, dependable, and responsible.
13. Strong commitment to confidentiality, both of clients and donors.
14. Have a blameless reputation both in the community and the local church (integrity).
15. Have a stable Christian home (1 Timothy 3:11-12).
16. Must work well with people.
17. Have experience in an administrative position with direct experience in supervising paid or volunteer staff in an efficient and professional office (which includes accounting and computer skills).

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Major Responsibilities

Administration:

- To make prayer an integral part of daily life, both in practice and by example.
- To follow policies and procedures to ensure consistent operations.
- Plan, organize, direct, and control the daily operations of the center.
- Work in conjunction with the CEO to identify, formulate, and revise operational policies and procedures necessary for consistent operation.
- Handle routine business calls that do not require the assistance of the CEO.
- Interact with CEO on a regular basis to relate client or staff and volunteer needs, progress of client services, goal setting and implementation.
- Provide monthly and year-end statistical reports to the CEO.
- Work with CEO to create and oversee client services budget.
- Review client files, peer counselor summaries, and offer suggestions and encouragement to client advocate volunteers.
- Oversee record-keeping and effective follow-up of clients.
- Schedule center volunteers and reach out to volunteers when operating hours are not staffed to ensure that two personnel (staff/volunteers) are always present at the center during client hours.
- Oversee all material resources, including inventory and handling incoming donations.
- Oversee all medical and office supplies and order more supplies, as needed.
- Oversees cleaning of the center.
- Fulfill all other duties as assigned by the CEO.

Public Relations:

- Participate in and provide support for fundraising events.
- Identify and facilitate Pregnancy Help Center's participation in local client centered events with a goal to grow our presence in the community and create awareness of our services. (i.e., giving an informational presentation to the local high school)
- To maintain good working relationships with agencies, physicians, churches, and other organizations that refer clients to our center or that accept referrals from our center to ensure we have a solid network of referrals available to our clientele.

Client Services:

- Responsible for always ensuring proper coverage of the center.
- Provide client advocacy services for clients when volunteers are not available or when their skills are inadequate to meet their needs.
- Provide options counseling to all abortion-minded and abortion-vulnerable clients.
- Manage the quality of data input and handling of confidential client information.
- Oversee all client programs, peer counseling and support services offered by the center.

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- Maintain and update the referral resources for volunteers and client use.
- Evaluate, select, and maintain needed educational materials and resources for client use.
- Coordinate with local agencies to provide parenting classes to the clients they serve. (i.e., area homeless shelters and county jail)
- Be able to provide Biblical counsel when clients allow and be willing share the Gospel as opportunity presents itself.
- Grow, recruit, and engage in any church mentorship relationships we can provide for clients.

Volunteer Care:

- Create a culture/office atmosphere that encourages openness, honest, trust, respect, and Christian unity.
- Recruit, interview and select volunteers for the ministry based on spiritual gifting, maturity, and center needs. (may utilize CEO when necessary.)
- Ensure successful on-boarding and ongoing training of center volunteer staff.
- Implement the training schedule with new volunteers, provide the supervision of new volunteers and eventually sign off on the volunteer's readiness for peer counseling when they have proven effectiveness in the counseling room.
- Conduct oral and written evaluations of each volunteer annually.
- Conduct routine meetings to equip volunteers with up-to-date information regarding the ministry and provide new education and training that would be beneficial in their volunteer role at the center.
- Recognize and express appreciation for our volunteers in tangible ways, both as individuals and as a team.
- Plan and coordinate an annual appreciation event for volunteers.

Due to the nature of this position, it is impossible to predict each task that will be asked of you. Because of this, we ask that you have a servant's heart and consistently be ready and willing to serve, no matter the task.

Please submit all inquiries and resume to Danielle at danielle@phcrichelake.org.