

Client Services Coordinator Position Description

Objective of the position: The Client Services Coordinator has the responsibility of the client services that are provided at the Life center and overseeing office volunteers. This is a permanent full-time paid position.

Reports to: Executive Director

Supervises: Office Volunteers

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Exhibit strong commitment and dedication to the pro-life position and sexual purity
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and policies of the center
4. Have a minimum of an Associate's degree, preferably in a helping field, or related experience equivalent
5. Have one year of experience as a volunteer or employee in some ministry capacity
6. Have two years of experience in a helping profession in a position requiring client service experience or equivalent
7. Exhibit strong skills in interpersonal communication, public speaking, and problem solving
8. Be able to carry out responsibilities with little or no supervision.

Essential Functions:

I. Administrative

1. Assist Executive Director with statistical information, including data entry
2. Prepare year-end statistics for Care Net Affiliation renewal with ED
3. Provide monthly statistics along with a monthly client Service Coordinator Report
4. Management and quality assurance of client files (paper)
5. Management and quality assurance of Client data Base, Ekyros
6. Maintain and update all forms used for Client Services
7. Keep abreast of new and existing agencies in the community that affect Client Services
8. Maintain supplies used for Client Services (brochures, pamphlets, PT's, etc.)
9. Set yearly goals and objectives with the Executive Director
10. Attend conferences, staff development, etc. when necessary
11. Participate in all fundraising events

II. Client Services

1. Provide peer counseling and services for clients when volunteers are not available
2. Maintain and update the referral resources for volunteers and client use
3. Maintain needed educational materials and resources for client use, with the help of the Executive Director
4. Keep clients apprised of center schedule according to the Center's yearly calendar
5. Maintain relationships with service groups in the community that affect Client Services
6. Attend community events in promoting the center and client services as requested by ED

III. Training

1. Conduct training with new volunteers as peer counselors or office volunteers
2. Assist in recruiting possible volunteer for the ministry
3. Assist in scheduling and coordinating volunteer in-service trainings, retreats, and staff development as needed by the ED

IV. Volunteers

1. Plan daily activities for volunteers
2. Remain in communication with volunteers through email, facebook, phone, etc. about Center events
3. Conduct annual volunteer evaluations
4. Maintain volunteer job descriptions and packets

CSC Signature: _____
Rev 9/17

Date: _____

