

Richland Pregnancy Services
Client Service Coordinator
Job Description

Objectives of the position:

The Client Services Coordinator's primary objectives are to provide support for client programs and with non-medical volunteers.

Reports to: Center Director

Supervises: In support of Center Director may supervise some volunteer positions.

Status: Non-Exempt 20 hours per week, including some evenings & Saturdays

Qualifications: Applicant should:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ.
2. Exhibit a strong commitment and dedication to the pro-life position, sexual purity and a
3. heart for reaching the lost of our community with the gospel.
4. Agree with and uphold the Mission Statement, Statement of Faith, Statement of Principle
5. and policies and procedures of the Center.
6. Have experience in a helping field. (Recommend)
7. Respect confidentiality.
8. Be able to carry out responsibilities with little or no supervision
9. Be dependable, teachable, stable, and capable of following through on commitments and participate in a team environment.
10. Have experience with basic computer operations.
11. Complete the initial Volunteer Training.
12. Pass a criminal background check.
13. Exhibit strong organizational and interpersonal skills.

Essential Functions:

I. Volunteer Management

- A. Work with Center Director and Volunteer Coordinator to plan, implement and teach at volunteer training seminars, including initial training and in-service.
- B. Work with Center Director to relate client or volunteer need and progress of center programs.
- C. In conjunction with Center Director oversee volunteer orientation, ongoing volunteer training and yearly written and oral volunteer evaluations.

II. Client Services

- A. Serve as substitute as needed for client advocates, mentor mom, Boutique and ultrasound assistant.
- B. Provide follow-up with clients as needed.

III. Front Desk

- A. Serve as back up for front desk, answering daily incoming calls from clients, donors and others
- B. Cover front desk for sick days/vacations as needed.

IV. Client Data Base

- A. Master client database for daily use and training volunteers.
- B. Provide statistics and reports as requested.
- C. Assist with audits on client files and volunteer entry.

V. Administrative

- A. Assist Executive Director and Center Director, as needed and time available, with administrative tasks.
- B. Attend weekly staff prayer meeting.
- C. Attend daily staff prayer time
- D. Accept assignments not specifically outlined in this job description as requested by the Executive Director and Center Director.

VI. Community Relations

- A. Have an understanding of other local agencies to assist clients and develop a positive working relationship with agencies.
- B. Represent Richland Pregnancy Services at events as needed.

VII. Other

- A. Service Director will receive an annual oral and written evaluation by their supervisor.

Employee Acknowledgement:

I have read and understand the Job Description for the position I hold at Richland Pregnancy Services. A copy of the job description has been given to me for my records. I acknowledge, understand and agree that:

1. It is to inform and assist me in the performance of my duties at Richland Pregnancy Services.
2. It does not constitute an employment contract with Richland Pregnancy Services.
3. It does not confer any rights for any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of Richland Pregnancy Services.

I understand and agree that my employment with Richland Pregnancy Services is “at will” and may be terminated at any time, with or without cause for any reason, and with or without prior notice.

Signature: _____ **Date:** _____

Original: Employee’s Personnel File **Copy:** To Employee

