

CAROLINA PREGNANCY CENTER

Client Services Director Position Description

Position Description: As an ambassador of Jesus Christ, the Client Services Director (CSD) provides oversight and leadership to the center's non-medical client services and programs, including training and supervising volunteers.

Reports to: Executive Director

Supervises: Client Services Volunteers and college or community college client services interns

Schedule: Monday, Tuesday, Wednesday, and Thursday from 8:30 am to 4:30 pm with up to 8 additional hours allotted per week as needed (32 - 40 hrs. per week)

Job Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord and is involved in a local church.
2. Exhibit a strong commitment and dedication to the sanctity of human life.
3. Exhibit good spiritual, physical, and emotional health.
4. Agreement with and willingness to uphold the Mission and Vision statement, statement of principle, statement of faith, and CPC's organizational structure and policies and procedures.
5. Agrees to uphold CPC core values as expressed through CPC's Team Cheer.
6. Have a minimum of a bachelor's degree, preferably in a helping field or related experience equivalent.
7. Flexible schedule for occasional evening and weekend work.
8. Have 2 years experience as a volunteer or employee in some ministry capacity.
9. Have experience in a helping profession which included management experience or equivalent.
10. Exhibit superior skill in interpersonal communication, counseling, and problem-solving skills.
11. Ability and willingness to provide spiritual leadership, discipleship, and support to the volunteers and staff.
12. Ability to be creative in assisting ED in formulating new ideas for development within the ministry.

Major Responsibilities:

Administration

1. Join with the ED in making prayer an integral part of the day-to-day operations of the Center.
2. Formulate and revise operational policies and procedures necessary for consistent operation, with ED approval.
3. Oversee scheduling of client-services related volunteers, ensuring that volunteers or staff are available when clients are scheduled.
4. Review client files, counselor summaries, and offer suggestions and encouragement to volunteers and staff.
5. Handle routine client related and other calls when Operations Director is not available.
6. Interact with ED on related client or staff needs, progress of Center, problems, goal setting, and implementation.

7. Direct and oversee monthly and annual client statistics, reporting statistics to ED monthly and when needed.
8. Maintain consistent contact through letters and memos with volunteers as necessary.
9. Keep an accurate account of supplies needed for client-centered services (i.e. pregnancy tests, brochures, videos, books, etc.). Communicate ordering needs to operations director/nurse manager.
10. Explain and schedule client appointments that utilize BrightCourse videos when needed.

Client Services

1. Oversee peer counseling and coordination of non-medical services provided for clients, including the facilitation and supervision of the Hope Program day and night parenting classes as well as material support services and all related volunteers.
2. Maintain and update referral resources for client advocates and client use in collaboration with the Nurse Manager when appropriate.
3. Provide peer counseling and services for clients when volunteers are not available or are inadequate to meet the needs.
4. Evaluate, select and maintain needed educational materials/resources for client use and volunteer development in collaboration with the Nurse Manager when appropriate.
5. Meet periodically with Nurse Manager for support, edification, and strategic collaboration to ensure a unified approach to client and volunteer care.

Training

1. Recruit, select and interview possible client services volunteers with ED support.
2. Direct medically-credentialed volunteer candidates to Nurse Manager to determine volunteer suitability and level of interest in support of the Medical Clinic.
3. Oversee the training of volunteers in client care, depending on the need.
4. Support the training of staff in client care as requested by the ED.
5. Collaborate with the Nurse Manager in training Medical Clinic volunteers.
6. Provide the necessary implementation and/or supervision of the in-service training program, and collaborate with the Nurse Manager to ensure that medical topics are covered as needed.
7. Recruit, train and nurture senior peer counselors to assist with training incoming volunteers.
8. Work with volunteers/interns to assist in planning and monitoring the day and night parenting classes.

Supervision

1. Assess the on-going performance of volunteers on an annual basis and follow biblical principles for confrontation when the need arises. Collaborate with the Nurse Manager on performance evaluations and discipline issues when volunteers are shared with the Medical Clinic.
3. Encourage volunteers and Client Services staff to develop their skills in peer-counseling and other ministry related areas through counseling, Bible studies, or other Christian studies.
4. Ensure that volunteers are familiar with and able to follow CPC's policies and procedures.
5. Ensure correct documentation of client files by reviewing, proof-reading, and offering suggestions for editing client file notes written by volunteers and staff when needed.
6. Check to ensure mobile forms and data are correctly uploaded into client charts.

Public Relations

1. Maintain a working relationship with agencies, churches and organizations that refer clients or accept referrals from the CPC.
2. Participate in community relations activities such as representing the Center on councils, forums, health fairs, etc., as deemed necessary by the ED.

General Participation

1. Participate in CPC fundraising events as indicated by the ED.
2. Attend trainings or continuing education opportunities as indicated by the ED.
3. Exhibit ability to be flexible with job description in the event that circumstances require it.
4. Perform other duties as directed by Executive Director.

Our United CPC Team Cheer

We are a team of Christ-followers who are called by God to serve at the Carolina Pregnancy Center (CPC). We will spiritually and professionally stand guard over CPC's ministry. We will respect Jesus Christ as the head, and we will joyfully support His leadership through the Board of Directors and the Executive Director. We will uphold a Christ-centered environment where our major goal is to honor the Lord Jesus Christ in all that we do thus bringing unity to the Center. As a result, we will increasingly pursue our stated core values as we examine our hearts in a genuine commitment towards spiritual growth.

In tenderness and compassion, we will forsake an unhealthy spirit of pride. We will live out Philippians 2:1-5 which encourages all Believers to live united in love—forsaking selfish ambition. We will care about and consider the interests of others. In doing so, we will communicate both verbally and non-verbally in a manner that edifies our teammates, clients, ministry supporters, and community. We will deal with conflict-resolution biblically and in reflection of our core values.

We will stand ready to serve our teammates and each person who calls in or enters CPC's "gates" with the same unconditional love that we have also received from God. We are thankful for the opportunity to participate in the fruitfulness of CPC's ministry and recognize that, to the degree we uphold this team cheer, we will more fully experience the intended fruitfulness and growth that God has ordained as He leads us into the next victorious season.