

Richland Pregnancy Services  
Client Service Director  
(Job Description)

**Objectives of the position:**

The Client Services Director's primary objectives are to provide training, oversight and leadership of non-medical volunteers. Develop and implement a volunteer recruitment program, supervise and coordinate client programs and assist in covering the front desk and seeing clients when needed.

**Reports to:** Executive Director

**Supervises:** All non-medical volunteer staff at the center

**Status:** Non-Exempt 32 hours per week, including evenings & Saturdays

**Qualifications: Applicant should:**

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ.
- Exhibit a strong commitment and dedication to the pro-life position, sexual purity and a heart for reaching the lost of our community with the gospel.
- Agree with and uphold the Mission Statement, Statement of Faith, Statement of Principle and policies and procedures of the Center.
- Have a Bachelor's degree, preferably in a helping field, or related experience equivalent (Recommend)
- Respect confidentiality.
- Be able to carry out responsibilities with little or no supervision
- Be dependable, teachable, stable, and capable of following through on commitments and participating in a team environment.
- Have experience with basic computer operations.
- Be able to provide spiritual leadership, discipleship and support to the volunteers
- Exhibit skill in public speaking and problem solving
- Complete the initial Volunteer Training and a level one NANC approved Biblical Counseling Course. (To be completed in the first year of employment)
- Have two years of experience in a helping profession requiring management experience or equivalent
- Pass a criminal background check.
- Exhibit strong organizational and interpersonal skills.

**Essential Functions:**

**I. Volunteer Recruitment**

- A. Develop and implement a volunteer recruitment program.
- B. Create & maintain literature for the volunteer recruitment program.
- C. Actively pursue and schedule opportunities to present recruitment program to church **ladies'**

groups and other community groups which would be a resource for volunteers.

## **II. Volunteer Management**

- A. Be responsible for the initial screening, training and orientation of volunteers
- B. Coordinate the new volunteer training seminars.
- C. Conduct the volunteer training seminars along with other participating staff.
- D. Conduct written and oral evaluations for volunteers on a yearly basis.
- E. Supervise, coordinate and either teach or arrange for a speaker for the quarterly volunteer in-service meetings and all day training events for volunteers.
- F. Coordinate the annual volunteer appreciation dinner.
- F. Work with the Executive Director to develop a volunteer appreciation program, which includes activities for the National Volunteer Appreciation Week in April.
- G. Interact with Executive Director to relate client or volunteer needs, progress of center, problems and implementation.
- H. Annually in June, conduct the procedures for the Auto Insurance Coverage Policy as outlined in the Policy and Procedure Manual.
- I. Conduct written and oral evaluations for volunteers on a yearly basis.

## **III. Client Services**

### Parenting Classes

- A. Oversee all activities related to the quarterly parenting classes.
- B. Coordinate the scheduling of the teachers for each class.
- C. Supervise each session of the parenting class or solicit help from other staff members when you are unable to attend.
- D. Coordinate the materials given to the participants each evening.
- E. Order new cribs and mattresses when needed, and communicate the delivery process to clients
- F. Maintain accurate records of client participation and cribs distributed.
- G. Inform local agencies of upcoming parenting classes.

### Client Advocates and Mentor Moms

- A. Oversee peer counseling and support services provided for clients including the Post Abortion Bible Study.
- B. Provide peer counseling and services for clients when volunteers are not available
- C. Develop and maintain weekly schedule and aid volunteers in finding substitute for their shifts.
- D. Evaluate, select and maintain needed educational materials and resources for client use, with the help of the Executive Director.
- E. Lead prayer time at the beginning of each shift.
- F. Be available to minister to the needs of the volunteers.
- G. Provide ongoing training and information to volunteers in order to keep their skills sharp

H. Maintain and update the referral resources for volunteer and client use.

#### Material Services/Boutique

- A. Oversee the volunteers who work with material services in the center and boutique.
- B. Make sure that the donation receiving and distributing areas are being properly maintained.
- C. Work with those volunteers to problem solve and identify needs.

#### IV. Client Data Base

- A. Oversee the entry of client data into appropriate software, assist with entry if necessary.
- B. Create client statistic/demographic reports for Executive Director as needed

#### V. Administrative

- A. Assist Executive Director, as needed and time available, with administrative tasks.
- B. Attend weekly staff prayer meeting.
- C. Accept assignments not specifically outlined in this job description as requested by the Executive Director.
- D. Aid executive director in keeping all forms, files and manuals up to date.
- E. Fill-in and backup the office administrator's position as outlined in the procedure manual.
  
- F. Develop and maintain schedule for non-medical volunteers.
- G. Develop and maintain a volunteer newsletter
- H. Assist in covering front desk when needed.

#### VI. Public Relations

- A. Develop and maintain relationships with other ministries/organizations that meet client needs.

#### VII. Other

- A. Service Director will receive an annual oral and written evaluation by the Executive Director.