



Client Services Director

Job Description

Reports To

Center Director

Basic Function

The Client Services Director has the responsibility to help volunteers meet the needs of our clients. This includes daily supervision of volunteers, and maintenance of all materials and resources necessary for client needs. The Client Services Director reports to the Center Director and shall receive a yearly written and oral evaluation.

Principal Responsibilities

Ministry responsibilities

- Make prayer an integral part of the day-to-day operation of the center.
- Work on special projects as requested by the Center Director or CEO.
- Assist with maintenance, upkeep and supplies of Center.

Volunteer and Training Responsibilities

- Provide supervision, support and encouragement to volunteers.
- Coordinate and supervise periodic volunteer training after initial training.
- Assure all volunteer applications are complete and entered into Volunteer database.
- Assist in scheduling volunteers.
- Provide needed volunteer information be made accessible in Office 365.
- Be available for teaching of the initial quarterly volunteer trainings, and the on-going shift meeting trainings afterward.
- Work with designated staff to provide volunteer appreciation events.
- Assist in introducing and/or interviewing potential volunteers to the ministry.

Principal Responsibilities Continued

Client Needs Responsibilities

- Inventory and maintain needed educational materials, brochures and resources for client use
- Oversee updating of referral resources for volunteers and client use
- Provide initial counseling and services for clients when needed
- Provide supervision, direction and support to the Volunteer Support Services Coordinator.
- Assist with data entry of client files.

Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Exhibit strong commitment and dedication to the pro-life position.
- Agree with and be willing to uphold the Core Values, Statement of Faith and Policies and Procedures of the ministry.
- Exhibit an empathetic and non-judgmental attitude toward clients.
- Exhibit skill in interpersonal communication and problem solving.
- Be able to provide spiritual leadership, discipleship and support to the volunteers.
- Be able to carry out responsibilities with little or no supervision.
- Have an associate degree, preferably in a helping field, or related equivalent experience.
- Have experience with data entry and use of the internet.
- Have one year of experience as a volunteer in a ministry.
- Have two years of experience in a helping profession requiring supervisory and office experience or equivalent.