



Client Services Assistant

Job Description

Reports To

Center Director

Basic Function

The Client Services Assistant provides administrative support to the Center Director and the Client Services Director. CSA has the responsibility to help volunteers meet the needs of our clients.

The Client Services Assistant reports to the Center Director and shall receive a yearly written and oral evaluation.

RESPONSIBILITIES:

Ministry responsibilities:

- Make prayer an integral part of the day-to-day operation of the center, including, but not limited to, meeting 30 minutes before each shift starts for prayer, devotion, and training purposes.
- Work on special projects as requested by the Center Director or CEO.
- Covering shifts and serving as the "Active Center Director" when the Center Director and Client Services Director are not present in the facility.
- Arriving a minimum of 45 minutes before the start of the shift.
- Confer immediately with the CEO & CD concerning any sensitive issues that may negatively impact the organization or become a media report or a legal issue.

Volunteer and Training Responsibilities:

- Under the direction of the Center Director and Client Services Director, provide supervision, support, training, and encouragement to volunteers.
- Be available to support Training Director at the initial monthly volunteer trainings (on a quarterly basis), and the on-going shift meeting trainings afterward.
- Assist Client Services Director to provide volunteer appreciation events.
- Assist in introducing and/or interviewing potential volunteers to the ministry.

Client Needs Responsibilities:

- Actively seek out potential community referral resources for the center and FCWS as a whole.
- When a new community referral lead is obtained, ensure proper communication with the Operations Director so that their like-mindedness to FCWS can be verified.
- Provide initial counseling and services for clients when needed
- Provide supervision, direction, and support to the Training Director.
- Assist with data entry of client files.
- Ensure that the boutique is well-maintained, and organized.
- Ensure Google Reviews advertisement is displayed properly in the boutique area and client checkout area.
- Follow-up on Abortion Minded clients in a systematic method; ensuring that AM clients are reached until the outcome is as certain as possible.

Administrative Responsibilities:

- Assist with data entry of client files promptly to include basic info on clients inputted into Cool Focus. (immediately with same-day U/S clients)
- Scan client files into Cool Focus on time (immediately with same-day U/S clients) to include HIPPA, driver's license, blue pregnancy test form, and client intake form if not submitted electronically.
- Assist the Center Director by weekly verifying the accurate data entry of client records into Cool Focus.
- Inventory and purchase or order from the Operations Director needed educational materials, brochures, and resources for client use.
- Inventory, purchase, and organize supplies needed for work days.

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 skills 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.