FIRST COAST
WOMEN'S SERVICES

Client Services Director

Reports To: Center Director
FLSA Status: Exempt
Job Type: Part Time, 27 hours per week
Location: Baker

Basic Function

The Client Services Director (CSD) is responsible for ensuring excellent, compassionate care for all clients and overseeing the daily operations of the center. The CSD manages the client experience, supports volunteers, maintains alignment with FCWS values, and serves as a leader and representative of the ministry within the community.

Key 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.
- Serve as the acting Center Director when Center Director is not present.
- Arrive a minimum of 45 minutes before each shift begins
- Work on special projects as assigned by the Center Director or CEO

Volunteer & Training Support:

- Train, Supervise, encourage, and coach volunteers during their shift
- Participate in the interview and onboarding process for new volunteers
- Assist the Training Director with quarterly volunteer training and shift meetings
- Help plan and carry out volunteer appreciation events

Client Services:

- When a new community referral lead is obtained, ensure proper communication with the Support Services Coordinator so that their like-mindedness to FCWS can be verified.
- Provide initial counseling and services for clients when needed
- Assist with data entry of client files.
- 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 Support:

- 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.
- Create, communicate, and distribute monthly volunteer schedules. Volunteer schedule saved in SharePoint emailed to CEO and Training Director monthly.

Skills & Abilities

- Empathetic and non-judgmental attitude toward clients
- Strong interpersonal communication and problem-solving skills
- Ability to lead, disciple, and support volunteers spiritually and practically
- Ability to work independently and manage responsibilities with minimal supervision

Qualifications

Required:

- 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.
- Associate degree, preferably in an administration field, or equivalent experience
- One year of experience as a volunteer in a ministry.
- Two years of experience in a role requiring supervisory and office experience or equivalent.
- Experience with data entry and use of the internet.

Additional Information

- **Background Check:** Required

- **Work Schedule:** Varies, minimum of 27 hours per week