



Family Services Coordinator

JOB DESCRIPTION

Department: Client Services

Reports to: Family Services Manager

FLSA Classification: Non-Exempt

Status: Full Time

Hours: 40 Hours per week

Full Time: M, W, Th, Friday 8:30 a.m. – 4:30 p.m. Tu 11:30 a.m. -7:30 p.m.

Supervision

Will be under the supervision of the Family Services Manager.

Supervises

Non-supervisory role

Qualifications:

1. Bilingual in English and Spanish preferred
2. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
3. Exhibit strong commitment to the sanctity of all human life.
4. Be committed and live by Biblical sexual ethics. Specifically, abstinence outside of marriage and fidelity within marriage.
5. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization.
6. Be dependable, punctual, and committed to the ministry of Choices.
7. Excellent writing, speaking and communication skills. Strong organizational, problem solving and administrative skills.
8. Be able to carry out responsibilities with little or no supervision and complete tasks as requested.
9. Ability to handle client and patient information with confidentiality and sensitivity.
10. Exceptional Customer Service Skills. Professional and Courteous in tone and information delivery.
11. Ability to communicate the vision and mission of Choices with clarity and represent Choices' values.

Administrative Duties:

1. In the absence of a volunteer, welcome and greet patients and clients warmly, offering water to clients & their guests, etc.
2. Keep the reception area and volunteer office stocked, organized and tidy.
3. Instruct clients and patients on how to complete intake and registration forms.
4. Review intake and registration documents carefully for completion and accuracy.
5. Communicate with staff, patient advocate, and/or nurse of patient's arrival.
6. Notify Men's Services of male clients.
7. Oversee tasks such as making copies, filing, and filling brochure holders.
8. Check out clients as they leave, scheduling their next appointment if appropriate.
9. Answer and send texts timely and appropriately.
10. Answer phones professionally and knowledgeably.
11. Maintain high level of confidentiality regarding Patient/Client information.

Family Services Duties:

1. Assist Family Services Manager with all administrative tasks directly related to our Family Services programs, such as "Earn While You Learn" and "Bright Course."
2. Enter intake forms and client notes into data base.
3. Encourage moms' participation in the Earn While You Learn educational program. Assess client areas of need and provide referrals and resources, encourage spiritual growth, and assist in goal setting.
4. Maintain accurate records of interactions, referrals, and baby bucks.
5. Assist in the training of volunteers.
6. Support the Family Services Manager with baby boutique operations including Amazon gift registry, thank you cards, organization of storage rooms.
7. Inventory brochures and supplies needed for Family Services Clients and make requests for purchases as per Choices' policy.
8. Maintain the Client scheduler, assign follow ups to Mentors and monitor Text Request.
9. Mentor and counsel clients as needed to stay current, invested and passionate.
10. Proactively manage any assigned projects.

Medical Services Duties:

when requested to help with Medical Services

1. Openly discuss options with patient.
2. Educate patients on abortion, adoption, risky sexual behavior, STI's, as appropriate.
3. Advise patients on appropriate referral partners such as social services, WIC, TennCare etc.
4. Provide emotional and spiritual support.
5. Enter client assessments into data base.
6. Process pregnancy tests and STI tests as needed.
7. Chaperone ultrasounds as needed.
8. Translate follow up calls for medical team.

General Staff Duties:

As requested by Executive Director, Client Services Director or your Supervisor:

1. Attend staff meetings
2. Attend on-going training and conferences (may require travel).

3. Attend Choices events and other events as needed.
4. Participate in representation to churches and organizations.
5. Take an active role in the organization's network strategy, including hosting a table at the annual Choices Fundraising Banquet.
6. Commit to be an active learner, staying educated about life issues and as well as professional development.