



## Client Services Coordinator

**Department:** Client Services

**Reports To:** Client Services Director

**FLSA Classification:** Non-Exempt

**Status:** Full Time

### **Position Summary:**

The Client Services Coordinator works in close partnership with the Client Services Director to further Choices' mission and vision, while also overseeing administrative responsibilities and providing support to the client services department. This role will initially start out heavy on administrative support with the goal of more responsibility and leadership as skills and knowledge are developed.

### **Supervisor:**

The Client Services Coordinator reports to the Client Services Director. There will be a yearly written and oral evaluation as well as regular one-on-one meetings with the Client Services Director.

### **Supervises:**

The Client Service Coordinator supervises the Volunteer Coordinator.

### **Qualifications:**

1. Committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
2. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization, and is committed to the Ministry of Choices.
3. Strong commitment to the sanctity of human life and biblical sexual ethics and have a sincere desire to reach and help at-risk patients considering abortion.
4. Proven management skills including, problem-solving, clear communication, excellent administrative skills, the capacity for motivation and able to provide constructive feedback.
5. Effectively manage assigned projects, carry out responsibilities with minimal supervision and complete tasks as required.
6. Proficient in communication, collaboration, leadership, organization, presentation, and time management.

### **Responsibilities:**

1. Oversee monthly and annual statistical reports for all patient/client programs, pulling and assessing additional stat reports as requested.
2. Provide administrative support to the CSD (Client Services Director) such as approving expenses, assisting in coordinating team meetings, preparation of agendas and monthly ministry report,

ensuring the referral notebook is up to date, scheduling/attending campus and community meetings, answering phones, and responding to electronic messages.

3. Day-to-day operations:
  - a. Serve as a Patient Advocate for 1-2 patients/week. A Patient Advocate meets with a patient to discuss pregnancy options (abortion, adoption, and parenting) and provides referrals and resources.
  - b. Serve as a Mentor for 1-2 patients/week. A Mentor meets one-on-one with a mom in our parenting program to be a support, provide referrals and resources, encourage spiritual growth, and assist in goal setting.
4. Flexible hours for occasional late-night scheduling on evenings and weekends when needed.
5. Assist the CSD in program stability and growth including:
  - a. Reviewing program effectiveness
  - b. Relaying patient/client/staff needs, problems, and gaps to the CSD
  - c. Planning and execution of annual department goals and strategic plans
6. Collaborate with the Volunteer Coordinator, to develop volunteer training programs and assist in the annual evaluation of volunteers.
7. Assist in maintaining positive working relationships with referring agencies, physicians, churches and other community organizations.
8. Shared team duties; participate in the organization/tidiness and cleanliness of the center.

#### **Community & Campus Relations:**

1. Develop and execute a community and campus relations strategy.
2. Promote the organization at various community and campus events throughout the year, maintaining an annual calendar.
3. Network with other nonprofits and community organizations throughout the year to promote community awareness and build a referral base for Choices.
4. Plan and execute educational panels at partnering campuses.
5. Connect with new campuses in the area to create additional opportunities to reach more students.

#### **General Staff Duties:**

As requested by your supervisor or Executive Director:

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.