

Client Services Director Job Description

Options for Women Pregnancy Resource Center

Job Title: Client Services Director - Hannibal **Supervisor:** Executive Director

Classification: Full-Time, Exempt

General Summary and Objectives

Options for Women is a ministry to women and men who find themselves in unintended pregnancies, some of whom consider aborting their babies. Having a heart to be the hands and feet of Christ to these hurting and broken people is essential. This is more than a job, it is a calling. Dependence on the Holy Spirit for the love, power, and wisdom to minister to them cannot be overemphasized; an intimate and vital relationship with the Lord and His word is non-negotiable. We ask that one of your references be someone to whom you are regularly accountable for your walk with the Lord. As a Christian ministry, we believe fellowship with and accountability to a church body is essential for a healthy walk with the Lord. Active participation and regular attendance, (3 out of 4 weeks per month minimum), in a strong, biblically based church are prerequisites for this position. By applying for this position, you are giving Options for Women permission to contact your pastor, minister or someone to whom you are accountable to confirm the above requirements and periodically throughout the duration of your employment.

The Client Services Director plans, organizes, and supervises client services programs, the volunteer client coaches, and the services they provide. The Client Services Director ensures that client services volunteer coaches are recruited, fully trained, and supported and willing to serve as coach in cases of coach absences. The Client Services Director ensures that all client services/programs are of the highest quality possible consistent with the mission and vision of Options for Women and that the clients are served with respect in accordance with the Commitment of Care and Competence.

Options for Women is specifically looking for a candidate with deep roots in the Hannibal community as we launch a new center here. Recruiting volunteers and participating in community outreach will be a significant part of this position.

Duties and Responsibilities

1. Assists Executive Director in recruiting client services' staff/volunteers, including client coaches.
 - a. Represents the center in the community and coordinates with other staff who communicate with the community for the purpose of recruiting volunteers; oversees the development of materials to recruit volunteers.
 - b. Assists in the recruiting/selection process to obtain the number of qualified volunteers necessary to provide client services in conjunction with the Executive Director. Recommends and implements changes needed to maintain an adequate number and quality of client service volunteers.

2. Ensures that client services volunteers are trained and equipped to provide quality client services.
 - a. Assists in developing and conducting volunteer training that includes: policies, documentation and record-keeping, programs, phone and other communication protocols, client intervention protocols, (appropriate communication/interaction with clients), cultural sensitivity, Commitment of Care and Competence and other pertinent information.
 - b. Assists in developing and conducting continuing education and enrichment in conjunction with the Executive Director. This includes informing/educating volunteers regarding relevant developments in community, government, education, changing client demographics and needs, social service agencies affecting our ministry to clients, changes in in-house programs and policies, and providing opportunities for personal and professional growth.
 - c. Assists in evaluating training programs and current client services for the purpose of developing and updating training programs, processes and procedures as appropriate.
 - d. Assists in developing, updating, and maintaining training materials, (including Volunteer Handbook).
 - e. Solicits, encourages and utilizes input from other ministry participants, (other staff and external organizations), the volunteer coaches and clients for the purpose of identifying needs and resources and changing training to best meet needs.
3. Supervises client coach volunteers. In addition to recruiting and training, supervision includes monitoring, supporting, disciplining and maintaining an atmosphere and culture conducive to effective, loving administration of client services and support of the center's mission.
 - a. Monitors/evaluates programs and personnel for adhering to policies and procedures and quality performance, including sharing of the gospel with clients and other center constituencies.
 - b. Resolves conflicts in a Christ-like and respectful manner with the goal of restoration and reconciliation with/among clients and staff.
 - c. Schedules and administers assigned shifts.
 - d. Plans and conducts meetings and events appropriate to inform, support and encourage volunteers.
 - e. Initiates and implements disciplinary and separation procedures in coordination with Executive Director. The purpose of disciplinary procedures is to restore.
4. Assists Executive Director and other administrators in strategic planning, developing objectives, goals, and an action plan for Options for Women's ministry, with input from client services volunteers' perspectives. This includes communicating financial status and funding needs.

5. Works with Executive Director to develop, implement, evaluate, and update client programs. This includes budget development and oversight. Oversees daily client program operations and ensures quality programs and services for clients. Solicits, encourages and utilizes input from other ministry participants, (other staff and external organizations), the volunteer coaches and clients for the purpose of identifying needs and resources and changing programs/services to best meet needs.
6. Collects and maintains, (by hard copy and computer programs/applications), appropriate information, records, reports related to client services, (client records and volunteer client consultant information/records), and follows policies and procedures, including confidentiality. Includes developing/updating forms; collecting, recording and reviewing data; report generation and proposing recommendations based on information; information/report distribution; and proposing changes to related policies and procedures as needed.
7. Seeks to increase community awareness and increased cooperation between agencies and various community organizations in meeting the unique needs of our clients to prevent duplication of services. Promotes quality of services, facility, staff and client coaches through ministry and community functions.
8. Coordinates with other center administrative staff, other ministry leaders and volunteers to ensure clients are treated with respect at all times and provided with excellent services (Commitment of Care and Competence). This includes ensuring proper assessment of AM/AV (abortion minded/abortion vulnerable) clients.
9. Demonstrates strong servant leadership by supporting and promoting harmony and a ministry of restoration/reconciliation modeled after Christ's example, serving clients and volunteers effectively and lovingly and supporting and promoting Options for Women's mission and vision.
10. Engage in one-on-one peer coaching sessions with female pregnancy clients in which the client services director will be expected, among other things, to address and frankly discuss extremely sensitive issues relating to the sexual activity of the client.
11. Assists with fundraising events as needed, the largest being Walks for Life in the Spring and Banquets for Life in the Fall.
12. Performs special projects or tasks as assigned by Executive Director.

Supervision/Direction

Receives periodic supervision in the form of general parameters and a periodic review of progress. Makes non-routine decisions involving the analysis of situations based on parameters established and past related experience. Plans and organizes work to meet deadlines and clients' and client services volunteers' needs.

Qualifications

1. Deep roots in the Hannibal region/community.

2. Bachelor's Degree or equivalent job-related experience, preferably in human resource management, nursing, social work, psychology, or related service field. At least two years' experience in church or Christian ministry.
3. Analytical ability to participate in development and review of policy and procedures, formulate goals, resolve complex management situations, and evaluate staff needs and quality of client service.
4. Excellent oral and written communication skills to relate to professional, medical, church, and social service agencies/organizations, as well as volunteers, clients and donors.
5. Excellent interpersonal skills to train and supervise volunteers, work with clients and influence general public.
6. Possess a high level of computer skills that includes: Internet skills, (Chrome specifically), client tracking software, educational software, social media programs, Office Suite and Microsoft Outlook.
7. Self-starter with good judgment and integrity.
8. Willingness and ability to serve clients and other Options for Women constituencies, (including other staff, donors, vendors, etc.), in a way that honors Jesus Christ and supports and promotes Options for Women's life-affirming ministry.
9. Willingness and ability to demonstrate commitment to Options for Women's mission and vision in the execution of client services director responsibilities.
10. Willingness and ability to share the gospel of Jesus Christ by word and example, including prayer. Encourage clients, staff and other Options for Women constituencies and to contribute to an office environment conducive to supporting Options for Women's ministry of life.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities and working conditions.

I have received a copy of this job description. I understand, affirm, and subscribe to the requirements, responsibilities, and duties of this job.

Employee _____
(Signature)

Date _____

Employer _____
(Signature)

Date _____

Title _____