

ALPHA PREGNANCY HELP CENTER
Client Services Director
Job Description

Objectives: The Client Services Director is responsible for the supervision and nurturing of the volunteers and assisting the Executive Director in the daily operation of the Center.

Reports to: Executive Director

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Exhibit strong commitment and dedication to the sanctity of all human life.
3. Agree with and be willing to uphold the Mission and Vision Statements, Statement of Principle, Statement of Faith & Lifestyle, and the policies of the Center.
4. Have at least two years of supervisory experience. (Experience supervising volunteers is desirable.)
5. Exhibit skill in interpersonal communication, writing and problem solving.
6. Strive to respect clients and keep client information confidential.
7. Ability to carry out responsibilities with little supervision.

Administrative Responsibilities:

1. Supervise volunteer advocates and receptionists.
2. Oversee the scheduling of clients and volunteer advocates.
3. Maintain client data in the center database.
4. Prepare monthly and annual client statistical reports.
5. Oversee the updating of the Resource Manual on an annual basis.
6. Assess on-going performance of volunteers and follow Biblical principles for correction when needed.
7. Maintain and update the referral resources for volunteer and client use annually.
8. Assist staff with events and tasks as needed and as time allows.

Client Services:

1. Oversee all services provided for clients.
2. Oversee and maintain up-to-date paperwork and files related to the clients.
3. Review client files, client advocate summaries, and offer suggestions and encouragement to the volunteers.
4. Order/Print and make available relevant literature and resource materials for the clients.
5. Develop and oversee client support services offered by the Center.
6. Oversee the effective monthly follow-up of the clients by the volunteer advocates.
7. Supervise extended client care (i.e. Parenting Classes, follow-up visits, etc.)
8. Serve as an advocate when no volunteer advocate is available.
9. Manage difficult cases and phone calls as needed.
10. Manage Center's social media accounts.
11. Network and maintain relationships with referral agencies.

Training

1. Assist in recruiting, selecting and interviewing possible volunteers for the Center.
2. Develop and organize orientation training for new volunteers.
3. Assist in scheduling on-going/quarterly volunteer in-service training.
4. Additional tasks and responsibilities as assigned.