



**Job Title:** Client Services Director

**Position Description:** The Client Services Director provides oversight for day-to-day client care, focusing on the emotional and spiritual aspects of care, with an emphasis on pregnancy tests and parenting education. This position will manage all client services staff and volunteers. The CSD will help design and implement systems that will result in optimal care for the clients we serve.

**Reports to:** Executive Director (ED)

**Supervises:** Volunteers, in conjunction with the Executive Director

**Type of Position:** Non-Exempt, Part-time 25 hours/ week

**Minimum 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 & to sexual purity.
3. Agree with and uphold the Statement of Faith and Guiding Principles of River Region Pregnancy Center.
4. Bachelor's degree or comparable experience required
5. Managerial experience preferred, counseling experience helpful
6. Basic computer skills and willingness to learn new technology skills as needed
7. Exhibit strong interpersonal and administrative skills
9. Demonstrate satisfactory knowledge of pregnancy, abortion, and related health issues.

**Essential Functions:**

Perform the following duties under the authority and direction of the Executive Director

**1. Recruit, train, and supervise volunteers**

- Work with ED to find new ways of recruiting volunteers when needed
- Interview and approve all prospective volunteers (receptionists & clients advocates), utilizing the ED when needed
- Provide initial onboarding for new volunteers
- Plan and conduct semi-annual comprehensive client advocate training
- Supervise client advocates by offering help with resources, policy adherence, and charting
- Keep volunteers updated and informed of relevant information and policy changes
- Assign duties and coordinate efforts of all client services volunteers, using their gifts to ensure services are provided with excellence
- Plan with ED for quarterly client advocate to complete annually, shadowing them and reviewing with them areas where they can improve while receiving feedback for our improvement

## **2. Facilitate client appointments and care (site-based)**

- Provide direct client care through pregnancy test appointments and parenting education sessions as needed
- Work with the Nurse Manager to ensure that systems and services are streamlined and efficient
- Oversee and provide vision for growth of the parenting education
- Keep an updated referral directory of resources for clients and making sure client advocates are aware of what is available

## **3. Various administrative and operational tasks**

- Work with ED to maintain a schedule of volunteers
- Check client files to ensure that charting by volunteers is done correctly and instruct them on how to correct any issues found
- Ensure reception, client rooms, and bathrooms are neat and have necessary supplies
- Answer phone, respond to email requests, schedule appointments, and check in clients as needed
- Maintain a file of outstanding client testimonies for use by staff and board
- Ensure reminder calls/texts are being made/sent for appointments

## **4. Other Functions**

- Provide spiritual leadership of client care volunteers through prayer and encouragement
- Assist other staff members as needed to effect optimal functioning of the ministry
- Participate in and help with any fundraising events
- Participate in health fairs, missions conferences, speaking engagements, etc. as needed