

WOMEN'S CARE CENTER
Client Services Director
Job Description

Reports to: Executive Director

Summary: Part-Time position responsible for assisting and managing Women's Care Center non-medical volunteers and client programs.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Duties related to non-medical volunteers includes recruiting new volunteers, interviewing, scheduling, training, tracking volunteer hours, annual performance evaluations, effectively communicating volunteer expectations and coordinating volunteer appreciation events.
- Maintain relationships with church outreach coordinators for the purpose of volunteer development.
- Review and update volunteer training manuals, volunteer job descriptions, procedure manuals for volunteers and referral resources for patients.
- Review charts daily to ensure correct documentation. Follow-up with volunteers who display non-compliance and assist them to improve in a kind manner.
- Be available to volunteers for questions or any needed assistance including serving as a patient mentor as necessary. Direct all volunteer questions back to specific area managers, if needed.
- Manage respective budget lines within approved budget and provide input to annual budget as it relates to areas of responsibility.
- Establish/maintain advocacy programs for the patients, i.e., Bright Course lessons, inventory and ordering of Embrace Grace boxes, Sweet Blessings Boutique, communicating needs for baby boutique with donors via emails, ordering large baby items from Walmart.com, maintaining a spreadsheet of all orders, obtaining medical card, help with utilities, housing and/or transportation.
- Provide back-up phone and desk coverage for the Receptionist when needed.
- Review all patient charts for errors and data entry into the EHR.
- Develop and maintain college campus outreach program.

- Assist with quarterly in-services as needed.

Supervisory Responsibilities

Directly supervises all volunteers. Carries out supervisory responsibilities in accordance with the organization's policies. Assists in the responsibility in cooperation with the Executive Director for the overall direction, coordination, and evaluation of the volunteer program. Responsibilities include interviewing and training volunteers; planning, assigning, and directing work; appraising performance; rewarding and disciplining volunteers; addressing complaints and resolving problems.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord and who agrees with and be willing to uphold the Statement of Faith, Sanctity of Human Life Statement and Code of Christian Conduct.

Exhibit strong commitment and dedication to the pro-life position and sexual purity.

Be faithfully involved in a local church.

Have at least one year experience in a position requiring management experience and at least one year experience in a ministry position.

Be able to provide spiritual leadership, discipleship and support to employees and volunteers.

Education and/or Experience

Two or four-year college degree or program certificate; or two to four years related experience and/or training; or equivalent combination of education and experience.

Client Services Director

____/____/____
Date

Executive Director

____/____/____
Date