

Next Step Pregnancy Solutions & Services CLIENT SERVICES DIRECTOR - Job Description

Position: Full time 30-35 hours per week.

Reports to: Executive Director

Objectives of the Position: The client services director plans, organizes, and oversees client services programs and the services provided by the volunteer client consultants. The client services director assures that client services volunteer consultants are recruited, fully trained and supported; that all client services/programs are of the highest quality possible and consistent with the mission and vision of Next Step; and that clients are served with respect and according to the Commitment of Care and Competence.

Qualifications

1. 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.
2. Analytical ability to participate in development of policy and procedures, formulate goals, resolve complex management situations and evaluate staff needs and quality of client service.
3. Excellent oral and good written communication skills to relate to professional, medical, church and social service agencies/organizations, as well as volunteers, clients and donors.
4. Excellent interpersonal skills to train and supervise volunteers, work with clients and influence the general public.
5. Self-starter with good judgment and integrity.
6. Willingness and ability to serve clients and other Next Step constituencies (including other staff, donors, vendors, etc.) in a way that honors Jesus Christ and supports and promotes Next Step's life-affirming ministry.
7. Willingness and ability to demonstrate commitment to Next Step's mission (vision, statement of faith, core values) in the execution of position responsibilities.
8. Willingness and ability to share the gospel of Jesus Christ by word and example (including prayer) to encourage clients, staff and other Next Step constituencies and to contribute to an office environment conducive to supporting Next Step's ministry of life.

Duties and Responsibilities

1. Recruits client services' staff/volunteers, including client consultants.
 - 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. Oversee recruiting/selection process to obtain a number of qualified volunteers necessary to provide client services. Recommends and implements changes to process to maintain number and quality of volunteers needed.
2. Assures that client services volunteers are trained and equipped to provide quality client services.

- a. Develops and conducts 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. Develops and conducts continuing education and enrichment. This includes informing/educating volunteers regarding relevant developments in community, government, education, changing client demographics and needs, changes in programs and policies, social service agencies affecting our ministry to clients, and providing opportunities for personal and professional growth.
- c. Evaluates training programs and current client services for the purpose of developing and updating training programs, processes and procedures as appropriate.
- d. Develops, updates, and maintains training materials (including Volunteer Handbook).
- e. Solicits, encourages and utilizes input from other ministry participants (other staff and external organizations), the volunteer consultants and clients for the purpose of identifying needs and resources and changing training to best meet needs.

3. Supervises volunteers. In addition to recruiting and training, supervision includes monitoring, supporting, retention, discipline and maintaining an atmosphere/culture conducive to effective/loving client services and supporting 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/reconciliation) with/among client consultants, staff or clients.
- c. Schedules and administers assigned shifts.
- d. Plans and conducts meetings and events appropriate to inform, supports and encourages volunteers.
- e. Initiates and implements disciplinary and separation procedures in coordination with the 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 Next Step ministry, with input from client services perspective. This includes communicating financial status and funding needs.

5. Works with the executive director to develop, implement, evaluate, and update client programs. *Includes, but not limited to the current initiative of "Care Communities"*. 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 consultants and clients for the purpose of identifying needs and resources and changing programs/services to best meet needs.

6. Collects and maintains 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 suggesting 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 consultants through ministry and community functions.

8. Coordinates with other center administrative staff, other ministry leaders and volunteers to assure clients are treated with respect at all times and provided with excellent services (Commitment of Care and Competence). This includes assuring proper assessment/intake of 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 Next Step's mission (vision, statement of faith, core values).

10. Consults with clients as needed.

11. Performs special projects or tasks as assigned by supervisor.

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.

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.

Probationary period constitutes the first **90 days** of employment. At the end of the probationary period, the Executive Director will hold a conference with the employee to determine if the job is a fit for both the Life Center and the employee.

A Performance evaluation will be performed at the 6 months post hire date and annually.

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

Employee _____ Date _____

Employer _____ Date _____

Title _____