
Pregnancy Center of Greater Toledo
Client Service Director
Job Description

Job Title: Pregnancy Center Director

Supervisor: Executive Director

Classification: Full Time; 40 hours (Salary Exempt)

General Summary and Objectives

The role of the Client Services Director is to oversee all programming and day to day function of the Pregnancy Center location. They assure that Pregnancy Center location staff and volunteers are recruited, trained, and supported; and that the services provided by the Pregnancy Center location are excellent and to the highest quality possible and consistent with the mission and vision of the organization. The Client Services Director is responsible for leading the client services staff and ensures that clients are served according to the Commitment of Care and Competence. The Client Services Director (Pregnancy Center Director) is also responsible in partnership with the Executive Director in setting and communicating vision, mission, and values as it relates to the Pregnancy Center location.

Duties and Responsibilities

1. Working in partnership with the Executive Director to setting and communicating the vision, mission, and values as it relates to the Pregnancy Center location.
2. Oversees and provides leadership to all client services staff.
 - a. Provides oversight and ensures that client services staff are meeting their job requirements. Provides coaching and support.
 - b. Oversees the onboarding and training of new client services staff in partnership with the Office Manager, including the training on policy and procedures and client advocate training.
 - c. Provides annual reviews for the client services staff.
 - d. Provides recruitment in partnership with the Executive Director when new client services staff are needed.
 - e. Conducts staff meetings and monthly one on one meetings with Pregnancy Center location staff.
 - f. Initiates and implements disciplinary and separation procedures in coordination with executive director. The purpose of disciplinary procedures is to restore.
 - g. Schedules and administers assigned shifts.
3. Oversees the training of client services volunteers
 - a. Develops and oversees client services staff as they train the volunteers on 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 oversees 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 procedures as appropriate.
 - d. Oversees the development of and maintenance of training materials (including Volunteer Handbook). Solicits, encourages, and utilizes input from other ministry participants (other staff and external organizations) the volunteer client advocates and clients for the purpose of identifying needs and resources and changing training to best meet needs.
 - e. Oversees the orders of client educational materials

- f. Oversees the annual evaluation of staff, client advocates, medical volunteers and sonographers including keeping any licensure up to date.
4. Assures the Center is adhering to policy and procedures
 - a. Monitors/evaluates programs and personnel for adhering to policies and procedures and quality performance.
 - b. Organization of new/old policies being removed from the policy book and communicated to appropriate staff and volunteers.
 - c. Responsible for the annual revision of policy and procedures for the Pregnancy Center location.
5. Works in partnership with the Executive Director and other administrators in strategic planning, developing objectives, goals, and action plan for the Pregnancy Center ministry from a client services perspective. This includes communicating financial status and funding needs.
6. Creates advertising plan to attract abortion vulnerable and abortion determined women to the Pregnancy Center location for services. Includes researching client demographics, behavioral tendencies, and best practices for advertising within pregnancy centers.
7. Develops, implements, evaluates, and updates client programs. This includes budget developments 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 advocates and clients for the purpose of identifying needs and resources and changing programs/services to best meet needs. This process should include accurate client data to evaluate programming.
8. Collects and maintains appropriate information, records, reports related to client services (client records and volunteer client advocates 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 related to policies and procedures as needed.

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 advocates through ministry and community functions.
9. 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 of AM/AV (abortion minded/abortion vulnerable) clients.
10. 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 the Pregnancy Center mission, strategic vision, and statement of faith.
11. Monitors the client services phone on evenings and weekends in partnership with Client Program Manager.
12. Consults with clients as needed.
13. Performs special projects or tasks as assigned by supervisor.

Qualifications:

1. A degree in social work (BSW license or non-license) or 3+ years of ministry experience in a social service agency.
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 services.
3. Excellent oral and good written communication skills to relate to professional, medical, church, and social services agencies/organizations, as well as volunteers, clients, and donors.
4. Excellent interpersonal skills to train and supervise volunteers, work with clients, and influence general public.
5. Self-starter with good judgment and integrity.
6. Willingness to serve clients and other Pregnancy Center constituencies (including other staff, donors, vendors, etc.) in a way that honors Jesus Christ and supports and promotes our life-affirming ministry.
7. Willingness and ability to demonstrate commitment to the Pregnancy Center mission, strategic vision, and statement of faith 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 constituencies and to contribute to an office environment conducive to supporting Pregnancy Center 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 _____ Date _____
(Signature)

Employer _____ Date _____
(Signature)