



# SKYLARK

## Client Services Coordinator - Satellite Job Description

**Department:** Client Services

**Reports To:** Chief Mission Officer

**Position Type:** Full-Time

**Supervises:** Volunteers

### Objectives of the Position:

The Client Services Coordinator is responsible for the day-to-day operation of the pregnancy care center. This includes the training and management of all volunteers and the implementation of necessary programs to meet client needs.

### Role and Responsibilities

#### Program Development

1. Make prayer an integral part of the day-to-day operation of the center.
2. In conjunction with the leadership team, formulate and revise operational policies and procedures necessary for the consistent operation of the ministry.
3. Review client files, peer counselor summaries, and offer suggestions and encouragement to volunteers.
4. Oversee record-keeping and effective follow-up of clients by volunteers.
5. Interact with the leadership team to relate client and staff needs, the progress of the center, issues, goal setting, and implementation.
6. Oversee inventory control of in-kind contributions and client supplies (pamphlets, buttons, etc.)
7. Update all forms, files, and manuals as advised by leadership team.
8. Coordinate client testimonies for fundraising events or community events.

#### Public Relations

1. Maintain a working relationship with agencies, physicians, churches, and organizations that refer clients or accept referrals from the center.
2. Represent the center to pastors, churches, and organizations through correspondence, meetings, and speaking engagements as requested by the leadership team.
3. Provide representation of the center at local and regional health and information fairs as requested by the leadership team.

#### Client Services

1. Oversee peer counseling and all other services provided for clients.
2. Provide peer counseling and services for clients when volunteers are unavailable.
3. Maintain and update the referral resources for volunteer and client use.
4. Maintain needed educational materials and resources for client use.
5. Develop and oversee client support services offered by the ministry.
6. Collaborate with the Chief Operations Officer when ordered materials are needed.
7. Responsible for communicating with Chief Operations Officer concerning ordering and stocking cleaning supplies for the center.

#### Volunteer Management

1. Oversee preparation of volunteer mail-outs.
2. Manage the schedule of center volunteers.
3. Ensure that the volunteer mailing list is up to date.
4. Assist in conducting "Volunteer Training Seminars" as requested by the leadership team.

5. Assist in recruiting, selecting, and interviewing possible volunteers for the ministry.
6. Provide necessary supervision of the in-service training program as set forth in the policies and procedures manual.
7. Coordinate and assist in arranging and teaching the in-service training.
8. Recruit, develop, and nurture volunteers to assist in operational procedures.
9. Assess and evaluate volunteer performance and facilitate yearly evaluations of volunteers.
10. Be available to volunteers for information, questions, and assistance.
11. Assess the ongoing performance of volunteers and follow biblical principles for confrontation when needed.

### **General Duties**

1. Receive calls relating to the ministry and answer calls when the receptionist is unavailable.
2. Assist with maintenance and cleaning of the facility.
3. Participate in fundraising events.
4. Participate in pre and post-event mailings and additional large mailings when requested.
5. Fulfill other duties designated by the leadership team.

### **Qualifications and Educational Requirements**

1. Demonstrates a personal committed relationship with Jesus Christ as Savior and Lord
2. Exhibit, both through word and lifestyle, a strong commitment and dedication to sexual abstinence before marriage and sexual faithfulness during marriage.
3. Exhibit a strong commitment and dedication to the pro-life position.
4. Exhibit a solid commitment to unify Christians from every Christian background to function together in ministry.
5. Agree with and uphold the Statement of Principle, Statement of Faith, and the policies of Skylark.
6. Have experience managing groups of people.
7. Have a bachelor's degree.

### **Preferred Skills**

1. Able to maintain a working relationship with other staff members and volunteers.
2. Able to provide spiritual leadership, discipleship, and support to adult and teen volunteers and other staff.
3. Able to carry out responsibilities with little or no supervision.
4. Exhibit skill in leadership according to Christian principles.
5. Have an open and teachable attitude at all times.
6. Able to manage time wisely and adapt to scheduled changes when necessary.