

CLIENT SERVICES DIRECTOR POSITION DESCRIPTION – Tacoma

Objectives of the position: The Client Services Director manages the operations of the Pregnancy Center in accordance to CNPS Policies and Procedures. The Client Services Director is responsible for the recruitment, training and management of the volunteers at the Tacoma Center and the services they provide. The Client Services Director is the ministry representative for Tacoma and surrounding communities connecting and meeting with agencies, referral services, churches, schools and community groups to promote client referrals. The Director furthers Care Net of Puget Sound's religious mission by ensuring that all volunteers serving within the center are Christians believing in Christ alone for their salvation and will ensure they are trained and proficient in evangelism.

Reports to: Director of Operations

Supervisory Role: Recruits, trains, schedules and evaluates Center volunteers. Supervises the Office Manager and Office Assistant.

FLSA Status and Job Classification: Full Time, Exempt; 40 hours per week

Data Classification: IV

Qualifications:

1. A committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord and is actively attending a local Bible believing church; having an in-depth knowledge of Scripture and ability to apply that knowledge in one's personal life and in the day-to-day situations faced in the Center.
2. Exhibit strong commitment and dedication to the biblical teachings of the sanctity of life and marriage.
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and policies of the organization.
4. Dependable, stable, and capable of following through on commitments.
5. Expresses a sincere desire to reach out to abortion-vulnerable and abortion-minded women.
6. Would never refer or advise a woman to have an abortion. (When a situation arises where a woman's life is at risk, the clinic advocates taking measures to preserve her life, hoping that the woman and her child can both be saved.)
7. Ability to respect confidentiality.
8. Has acquired a college degree or relevant work experience in supervision, administration and management. Preferable has experience working in a crisis pregnancy center or clinic.
9. Knowledge of community agencies and social services within the Tacoma area a plus.
10. Demonstrates leadership abilities: is decisive and confident, able to supervise others but still delegate tasks without keeping a hands-on approach to everything.
11. Demonstrates initiative has vision, is able to make changes easily.
12. Sufficiently healed from past traumas in life

**Staff who may have client contact and experienced a pregnancy termination must meet with the Healing Tide director and complete the program prior to meeting with clients. This information will be kept confidential.*

Essential Functions:

- I. Administrative
 1. Develop and maintain monthly schedule for the volunteer staff at the Tacoma Center.
 2. Is responsible for the record keeping of client and inventory statistical information, including client data entry as necessary.
 3. Meet regularly with the Director's team to ensure program services are comparable in all centers
 4. Provide reports and communications to the Director of Operations as assigned.
 5. Plan annual schedule of events, trainings, volunteer workshops and meetings with other program directors
 6. Help keep up to date referrals and information specific to the Tacoma community for client services.
- II. Client Services
 1. Oversees successful operations of program services provided to the clients of the center: client reception, advocacy, and parenting support services and assures that these program services are consistent with ministry policies and guidelines.
 2. Ensures program availability to the needs of the clients in the Tacoma and surrounding communities.

3. Schedules trained volunteers who serve in program service areas. Will provide services to clients when volunteers are not available.
4. Be the spiritual leader of the center ensuring regular devotion and prayer time with volunteers when shifts begin, updates prayer chain with prayer requests, organizes a monthly prayer meeting with center intercessors.
5. Be available to minister to the needs of the volunteers
6. Keep the Center services in compliance with Heartbeat International, Care Net and other federal and WA state requirements. (OSHA/WISHA, HIPAA)

III. Training

1. Assist in recruiting, selecting and interviewing possible volunteers for the ministry.
2. Assists in staffing the Care Net 101 in Pierce County.
3. Train, educate, equip, encourage and evaluate volunteers as they service in the center and with Care Net.
4. Conduct and supervise the orientation and on the job training of new volunteers in the center
5. Assist in staffing/leading volunteer workshops as assigned by the Center Director team.
6. When possible, assist in providing information and procedures for other pregnancy centers

IV. Community Connections

1. Increase community awareness for the benefit of client marketing and promote a positive image of Care Net within the community.
2. Visits community schools, churches, agencies and groups in the Tacoma and surrounding communities who would be likely to refer clients to Care Net of Puget Sound for program service support.
3. Promotes Care Net Pregnancy & Family Services by participating in special events and public relations events and programs.

V. Physical Requirements and Work Environment:

1. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - i. The employee is regularly required to use hands to finger, handle, or feel; talk or hear and taste or smell. The employee is frequently required to stand; walk, reach with hands and arms and maintain physical balance. The employee is occasionally required to sit, stoop. The employee is rarely required to kneel, crouch or crawl. The employee will regularly lift and or move items up to 10 lbs. The employee will sometimes lift and move up to 25 lbs. Vision requirements include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
2. The work environment described is representative of those an employee encounters while performing essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.
 - i. The noise level in the work environment is usually moderate; lighting is primarily florescent; can have days of high stress due to client situations and absent volunteer staff.

VI. Image

1. As a representative of Care Net, whether at the Center or on your own time, your actions and appearance will reflect on the ministry. It is important to be mindful of your service to Jesus Christ in all that you do, as you reflect Christ to others.
2. Maintain a professional, compassionate, Christ-centered Pregnancy Clinic and Family Services Center in your area of Puget Sound.

Care Net Staff members adhere to the mission of Care Net of Puget Sound; its Statements, Operations, and the Policy and Procedures of the organization.