

## **Client Services and Volunteer Coordinator Job Description**

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**Department:** Client Services  
**FLSA Status:** Non-Exempt  
**Job Type:** Regular  
**Work Schedule:** Office Hours  
and as needed to meet operational need

**Job Status:** 34-40 hours weekly  
**Reports To:** Executive Director  
**Travel Required:** 2 Annual Conferences  
**Positions Supervised:** All Volunteer activities  
and volunteers

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### **POSITION SUMMARY**

The Coordinator has the responsibility for the day-to-day operation of the pregnancy care center. This includes management of all volunteers and the implementation of necessary programs to meet client and center needs.

The Coordinator is responsible for ensuring sufficient number and quality of excellently trained volunteers and to provide outstanding services to clients according to our mission and vision; particularly in regard to counseling about abortion, abortion alternatives, parenting, sexual risk avoidance, and sharing the Gospel.

Skills needed include but are not limited to strong administrative skills including operating a variety of computer programs, organizing people and projects, ability to multi-task, exhibit skills in interpersonal communication, public speaking, and problem solving. This person must be able to provide spiritual leadership, discipleship, and support to volunteers as well as coordinate and assist in various center fundraising events, outreach events, and community service events. This person is also expected to personally raise a portion of their wages.

Employee must be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord who is strongly pro-life. The employee will teach, explain, and uphold the Statement of Faith and other corporate documents as well as lead in Spero religious rituals. This position furthers the religious mission by helping to deepen other volunteers' relationship with Jesus in order for them to share the Gospel with clients or minister to clients directly.

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### **ESSENTIAL FUNCTIONS**

#### **Reasonable Accommodations Statement**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### **I. Administrative**

1. Plan and operate within budgets for programs, equipment and client services.
2. Maintain accurate records and provide timely statistical and activity reports on center services and volunteer participation
3. Promote Spero by actively participating in outreach fundraising projects, being mindful of personal sphere of influence, and raising a portion of your own salary.
4. Ensures volunteer activities are conducted in compliance of applicable laws and regulations and Spero rules, policies, procedures
5. Be involved in all team-oriented fundraising efforts

6. Win, keep and lift donors
7. Walk with the Executive Director in the process of pursuing significant donors
8. Develop local support to assist with ministry
- 9. Other duties as assigned or needed**

## **II. Client Services**

1. Assure that the center is providing adequate and appropriate services
2. Assess and Oversee Client Services peer counseling, EWYL, and other services provided for clients, making recommendations as necessary to Executive Director
3. Provide direct service, and support to individuals or clients, such as handling a referral for child advocacy issues, conducting a needs evaluation, or resolving complaints
4. Serve as a Peer Counselor / Client Advocate
5. Develop and maintain contact with community agencies, which refer clients to the Center or accept referrals of clients from the center; or for the recruitment of volunteers
6. Lead and participate in Spero religious rituals
7. Lead staff devotional and prayer time at the beginning of each shift and client consultation
8. Teach and uphold Spero Statement of Faith, Mission, and other corporate documents such as Bylaws
9. Maintain adequate volunteer coverage of the center keeping posted office hours
10. Oversee and maintain client appointment schedule with a minimum of 4 weeks available appointments
11. Maintain a professional office by supervising or performing office and custodial duties, including vacuum, shovel snow, clean bathrooms, remove trash, etc.
12. Assure ordering of supplies needed to provide client services & ministry operations
13. Evaluate, recommend and maintain needed educational materials and resources (brochures, DVD, study guides, tracts, etc) for client use
14. Organize, maintain and update client computer information systems
15. Organize, maintain and update the community referral resources for volunteers and client use
16. Participate in the determination of organizational policies regarding such issues as participant eligibility, program requirements, and program benefits.
17. Recommend and oversee administrative procedures to meet objectives set by boards of directors or senior management.
18. Prepare and maintain records and reports, such as personnel records, or training manuals.
19. Research and analyze client or community needs to recommend program directions and goals.

## **III. Volunteer Management**

1. Recruit, interview, and recommend possible volunteers for the ministry
2. Supervise and coach volunteers, for effective volunteer, program and community service
3. Evaluate volunteers annually to ensure that counseling is conducted according to ministry standards, that programs are of appropriate quality and that resources are used effectively
4. Plan, organize and participate appreciation programs and fellowship gatherings
5. Be available to minister to the needs of the volunteers
6. Confer with volunteers to resolve grievances and promote cooperation, fostering loyalty to the mission and leadership
7. Develop and manage volunteer policies, procedures, and standards of volunteer service
8. Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/ implement changes as appropriate

## **IV. Volunteer Training**

1. Conduct and supervise the training of new volunteers in the center
2. Communicate regular volunteer updates
3. Conduct group volunteer orientation seminars
4. Evaluate, develop, refine and implement training materials for volunteers
5. Train volunteers to use office and specialized equipment when appropriate.
6. Schedule, plan, coordinate, conduct, attend, & document volunteer staff in-services.

## **QUALIFICATIONS:**

1. Be a committed Christian who demonstrates a mature personal relationship with Jesus Christ as Savior and Lord, Spiritually mature and respectable
2. Display a strong commitment and dedication to the pro-life position and sexual purity
3. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion. (In situations where a woman's life is at risk, the center advocates taking measures to preserve her life, hoping that the woman and her child can both be saved.)
4. Able to Unreservedly affirm SPERO Statement of Faith, mission statement, policies, procedures, services provided, and all other governing documents
5. Sincere desire to reach out to abortion-vulnerable, post abortive and unsaved men and women
6. Be able to provide spiritual leadership, discipleship, and support to the volunteers
7. Is organized, dependable, stable, and capable of following through on commitments
8. Respects and keeps information confidential
9. Successfully complete center's volunteer peer counselor training
10. Exhibit skill in interpersonal communication, public speaking, and problem solving
11. Exhibit strong work ethic, self-motivation, dependability, and responsibility
12. Strong Computer Skills – MS Office, Google Drive, email, powerpoint
13. Be able to carry out responsibilities with little or no supervision
14. Willing to personally raise 10% of their wages
15. Available to work evenings or weekends when necessary

## **SKILLS & ABILITIES**

**Education:** High School Graduate or General Education Degree (GED): Required  
Associate's preferably in a helping field, or related experience equivalent

**Experience:** Two years plus in a helping profession in a position requiring office management experience or equivalent  
One year of experience as a volunteer in some ministry capacity

**Computer Skills:** Skilled with computer operations – e-mail, MS Office (Word, Excel, Publisher, Power Point), Network Folder Management (Dropbox, Google Drive), Data Bases

## **Competency Statement(s)**

- Customer Oriented - Ability to care for client needs while following company procedures.
- Decision Making - Ability to make critical decisions while following company procedures.
- Relationship Building - Effectively build relationships with customers and co-workers.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- Loyal - The trait of feeling a duty to the mission and employer.
- Active Listening - Actively convey, and understand the comments and questions of others.
- Applied Learning - Ability to participate in needed learning activities in a way that makes the most of the learning experience.
- Judgment - The ability to formulate a sound decision using the available information.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Reliability - The trait of being dependable and trustworthy.
- Organized - Possessing trait of following a systematic method performing a task.
- Sales Ability - Ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea.

- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standard.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Accuracy - Ability to perform work accurately and thoroughly.
- Accountability - Ability to accept responsibility and account for his/her actions.

**PHYSICAL DEMANDS**

**N (Not Applicable)** Activity is not applicable to this position.  
**O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)  
**F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)  
**C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

<b>Physical Demands</b>		<b>Lift/Carry</b>		<b>Other Physical Requirements</b>
Stand	C	10 lbs or less	C	• Vision
Walk	C	11-20 lbs	C	• Sense of Smell
Sit	C	21-50 lbs	F	• Sense of Taste
Manually Manipulate	C	51-100 lbs	O	• Sense of Touch
Reach Outward	F	Over 100 lbs	O	• Sense of Balance
Reach Above Shoulder	F			
Climb	O	<b>Push/Pull</b>		
Crawl	O	12 lbs or less	C	
Squat or Kneel	O	13-25 lbs	F	
Bend	F	26-40 lbs	O	
Grasp	C	41-100 lbs	O	
Speak	C			

**WORK SCHEDULE:**

Office Hours and as needed to meet operational need. Some weekends, evenings, and additional hours are required throughout the year for the Banquet, Walk, Advocate Training, Outreach, Conferences, and to ensure office hours and operations are maintained. Hours are subject to the needs of the organization, which could change at any time. Overtime is strictly prohibited.

**WORK ENVIRONMENT:** Locked secure office in a public clinic setting

Approval  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approval: \_\_\_\_\_ Date: \_\_\_\_\_

It is hoped that your employment with our company will be mutually rewarding and long-term. The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

\* = delegate as much as possible to qualified volunteers

### **Daily/ Ongoing**

1. answer phones
2. lead prayer time
3. serve as Client Advocate as needed
4. direct and inspect various volunteer work
5. cover the front desk as needed
6. schedule adequate coverage of center
7. train new volunteers in center
8. ensure a pleasing and clean office environment adequately supplied
9. copy client forms for use \*
10. work on monthly & annual goals

### **Weekly**

1. run center reports and fix client charts \*
2. recruit volunteers (VolunteerMatch.com, IdeaList.com & other methods)
3. maintain contact with volunteers in application process
4. prepare FB postings of client comments and relevant articles \*
5. coach volunteers for effective counseling, prepare training aides, support materials
6. send Remind texts to Prayer Warriors
- 7.

### **Monthly**

8. prep center stats for monthly board report
9. prepare client service and volunteer report for the board – 3-6 sentence update
10. maintain computer client appointment schedule –4 weeks minimum, +annual events
11. prepare monthly scheduling commitments \* (8-12 weeks in advance, in April put in all of summer )
12. prepare EWYL class schedule \* (sign-up sheets & class rotation)
13. prepare birthday cards (signed by all employees and mailed 3 days prior to Bday) [volunteers, ee's, board]
14. interview volunteers to recommend
15. prepare Volunteer Application Packs \* maintaining 10 at all times
16. perform background checks on potential volunteers
17. update staff contact list w/ vol. names, phones, address, b-day, church membership, etc. \*
18. update staff contact on e-mail newsletter server/program
19. maintain Client Advocate files (personnel files, mailboxes, nametags, etc.)
20. review online recruitment

21. prepare monthly volunteer updates/ advocate binder

### **As Needed / Quarterly**

22. review NIFLA Clinic Tips
23. advertise, coordinate, and conduct new volunteer training seminar (2x/yr)
24. develop, refine, & implement training materials (ongoing & new)
25. schedule, notify, plan, conduct, attend, & document staff meetings & in-services (4x/yr)
26. plan, coordinate, & participate in SPERO fellowship/ parties (2x/yr)
27. evaluate & prepare order for brochures, videos, tracts, etc. for client use (remembering sale times)
28. maintain updated client referral resources \*
29. participate in SPERO fundraising projects
30. Update Client Database – add Client Advocates as needed/trained

### **Semi-Annually / Annually**

31. Prep annual event calendar-due Sept.
32. attends Community Resource Fair Annually
33. evaluate & update client service policies & procedures, center operations
34. \* evaluate Volunteers (Spring or Fall) w/ ED -
  - a. Conduct Background check in January
  - b. Review Self –Eval
  - c. Review Job Description
  - d. Review Confidentiality & obtain volunteer signature
  - e. Review Pledge & obtain volunteer signature
  - f. Review Quality Assurance
  - g. Review Legal Care DVD

### **Goals**

- CSC as leader to: minister spiritually; develop effective materials (scripts, etc.), recruit/ train, better client follow-up
- Use DVDs during initial consultation
- Front Desk binder updated
- 6 month review for Advocates:
  - Follow-up training

**Revised: 4/9/2020**