



CLIENT SERVICES DIRECTOR POSITION DESCRIPTION

Objectives of the position: As an ambassador of Jesus Christ, the Client Services Director provides oversight and leadership to the center's non-medical client services and programs, including training and supervising volunteers.

Reports to: Executive Director

Supervises: All volunteer staff at the center

Status: Exempt, Full-time

Minimum Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Exhibit strong commitment and dedication to the pro-life position and sexual purity
- Agree with and be willing to uphold the Commitment of Care and Competence, Core Values, Statement of Faith, and policies of the center
- Have a bachelor's or master's degree, preferably in a helping field, or related experience equivalent
- Have one year of experience as a volunteer in some ministry capacity
- Have two years of experience in a helping profession in a position requiring management experience or equivalent
- Exhibit skill in interpersonal communication, public speaking, and problem-solving
- Be able to provide spiritual leadership, discipleship, and support to the volunteers
- Be able to carry out responsibilities with little or no supervision

Preferred Qualifications:

- Bachelor's degree

Essential Functions:

I. Administrative

- Develop and maintain monthly schedule for peer counselors
- Develop and maintain a volunteer newsletter
- Assist Executive Director with statistical information, including data entry, if necessary
- Assist Executive Director in preparing reports such as the annual report and monthly board reports
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II. Client Services

- Develop and oversee peer counseling and other services provided for clients
- Provide peer counseling and services for clients when volunteers are not available
- Maintain and update the referral resources for volunteers and client use
- Evaluate, select, and maintain needed educational materials and resources for client use, with the help of the Center Director
- Lead prayer time at the beginning of each shift
- Be available to minister to the needs of the volunteers
- Assist in the development of new programs to meet the needs of our target clients

III. Training

- Assist in conducting volunteer training seminars
- Assist in recruiting, selecting, and interviewing possible volunteers for the ministry
- Conduct and supervise the orientation of new volunteers in the center
- Assist in scheduling volunteer in-service training

IV. Community Outreach

- Lead initiatives of client outreach through community engagement, digital marketing, social media, and other avenues with the goal of bringing clients into the center.
- Develop and build relationships with churches, colleges, high schools, and other allies to promote the work that Hope is doing in the community.