



## Client Care Coordinator

### POSITION DESCRIPTION

**Objective of the Position:** As Client Care Coordinator, you lead with hope, information, and encouragement to offer support and education to the clients and community of Compass Women's Center to equip families to choose life and hope for their children, born and unborn. You serve clients making pregnancy decisions and those parenting young children so they may flourish as individuals and parents. You will humbly implement encouraging and educational services for clients and the community focused on pregnancy and parenting.

Because the person in this role is often the first voice or face that a client will encounter, it is imperative that they be someone who values and respects all people and the Christian faith. The incumbent must embody the organization's core values: Love, Respect, Service, and Humility, as well as, be able to explain the Center's Christian beliefs to callers and potential clients, volunteers, donors, etc. It is important that the incumbent is able to serve people regardless of their faith, culture, lifestyle, or pregnancy decisions. Compass is a pro-life organization and, respectfully, does not provide or refer for pregnancy termination services.

**Reports to:** the Executive Director of Compass Women's Center

**Status:** Exempt, part time, 32 hours per week.  
9 am to 5 pm Monday through Thursday

### Core Responsibilities and Duties:

- A. **Client Care and Programs:** Provide education & support for each client in an atmosphere of warmth and compassion through listening and other helping skills.
  - o Provide accurate information on abortion, parenting, adoption, and foster care
  - o Facilitate helpful and respectful conversations with clients
  - o Offer support, material resources, and referrals appropriate to a client's situation
    - Maintain a knowledge base of local resources for pregnancy and parenting
  - o Appropriately follow up with clients
  - o Maintain client records accurately and confidentially
  - o Implement or assist in basic marketing or events to connect with clients
  - o With the direction of the Executive Director, research, develop, and implement new programs and services. Compass is a growing organization, so change and new developments are part of the experience as an employee.
- B. **Volunteer Coordination:** lead volunteer coordination, training, retention, and enrichment of client care focused volunteers under the direction of the Executive Director.
- C. **Church outreach:** be a connector between Compass and local churches and faith-based organizations. Seeking, developing, and nourishing relationships and partnerships in order to better serve clients and achieve the mission of Compass
- D. Assist with office operations such as basic operational tasks and answering phones as needed
- E. Comply with Compass Women's Center's requirements for continuing education in this role and seek out relevant statistics and information relating to pregnancy, parenting, abortion, and adoption
- F. All other duties as assigned.

### Qualifications and Requirements:

- Minimum High school diploma plus 3 to 5 years experience in a similar role required
  - o Bachelor's degree or higher *preferred*, especially in social work, nursing, education, psychology, or similar
  - o Experience providing peer-counseling/support to clients in a pregnancy center or similar setting *preferred*



- Able to compassionately and respectfully serve clients of diverse cultures, religions, backgrounds, and traditions
  - Preferred experience in customer service, crisis hotline response, addiction recovery care, or other types of lay support for people experiencing difficult situations
  - Understand basic interpersonal dynamics and able to adjust coaching style to different personalities
- Must possess a high level of discretion and confidentiality
- Understand and able to implement marketing strategies including but not limited to
  - Social media
  - Events
  - Email marketing
  - Texting
- Must have a passion for the mission
  - Agree with and can uphold all of Compass's foundational documents including:
    - Philosophy Statement
    - Mission & Vision
    - Core Values
    - We are Pro Life statements
    - What We Believe statement
    - Policies and Procedures
- Strong character
  - Dependable
  - Caring & compassionate
  - Ethical
  - Open minded & confident
- Outstanding organizational and time management skills
  - Ability to prioritize daily workload
  - Must be able to meet deadlines in a fast-paced quickly changing environment
  - A proactive approach to problem-solving with strong decision-making skills
  - Must be independent and able to act without guidance
- Professional level verbal and written communication skills
- Familiarity with office administration and equipment
  - Familiarity with computers, fax/copy machines, e-calendars, etc.
  - Proficiency in the MS Office suite and Google suite

**Last Modified:** 08/03/2021

**Prepared By:** Nancy Strader, Executive Director

**Approved By:** Nancy Strader, Executive Director

**EMPLOYEE ACKNOWLEDGEMENT:**

I have read and understand the Position Description for the position I hold at Compass Women's Center. A copy of the Position Description has been given to me for my records. I acknowledge, understand and agree that:

1. It is to inform and assist me in the performance of my duties at Compass Women's Center.
2. It does not constitute an employment contract with Compass Women's Center.
3. It does not confer any rights for any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of Compass Women's Center.

I understand and agree that my employment with Compass Women's Center is "at will" and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# C M P A S S

**Original:** Employee's Personnel File

**Copy:** To Employee

**Copy:** Position Descriptions File