LIFELINE PREGNANCY CARE CENTER
POSITION DESCRIPTION
CLIENT SERVICES ADMINISTRATOR

The Client Services Administrator has direct responsibility for the management and training of volunteers and the implementation of necessary programs to meet client needs. The Client Services Administrator establishes the schedule with input from the Managing Director.

Reports to: Managing Director

Supervises: Client services volunteer staff

Essential Functions:

Administrative

1. Incorporate prayer as an integral part of the day-to-day operation of the center.
2. Establish and revise operational policies and procedures necessary for consistent operation with Managing Director approval.
3. Review client files, counselor summaries, offering advice and encouragement to volunteers.
4. Maintain and/or oversee recordkeeping and effective follow-up of clients by volunteers.
5. Oversee preparation of volunteer updates.
6. Coordinate monthly scheduling of all volunteers.
7. Discuss with Managing Director, client or staff needs, progress of center, problems, goal setting and implementation.
8. Prepare a monthly report to Board of Directors.
9. Implement all Lifeline Board approved policies.
10. Assists in recruiting, selecting, and interviewing of potential volunteers.
11. Maintain the confidentiality of all Lifeline and client information.
12. Develop and maintain a quarterly volunteer newsletter with Managing Director.

Public Relations

1. Represent Lifeline to pastors, churches and organizations through correspondence, meetings and speaking engagements as requested by the Managing Director.
2. Participate in major fundraising events as requested by the Managing Director.
3. Contribute articles/information for quarterly newsletter as requested Managing Director.

Client Services

1. Oversee mentoring and support services provided for clients.
2. Provide mentoring and services for clients when volunteers are not available or are unqualified to meet the client needs.
3. Evaluate, select, and maintain needed educational materials and resources for client use.

Training

1. Coordinate and participate in the Volunteer Training Seminars.
2. Recruit, select, and interview potential volunteers for the ministry with assistance of the Managing Director.
3. Plan & facilitate the quarterly mentoring meetings.
4. Continue to develop and revise a training manual for the program.
5. Conduct and supervise the orientation of new volunteers in the center.

Supervision/Evaluation

1. Evaluate volunteer performance annually.
2. Available to volunteers for information, questions, and assistance with the hard cases.

3. Assess the ongoing performance and commitment of volunteers and follow Biblical principles for managing conflict.

Qualifications:

1. Must be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Strong commitment and dedication to the pro-life position and sexual purity.
3. Agreement with and willingness to uphold the Mission Statement, Statement of Principle, Statement of Faith, and policies of the Center.
4. Bachelor's Degree or equivalent experience, preferably in a helping field.
5. Experience as a volunteer or employee in some ministry capacity.
6. Experience in an administrative position with direct experience in supervision.
7. Skilled in interpersonal communication, some public speaking ability, and problem solving skills.
8. Ability to provide spiritual leadership for the volunteers, discipleship and personal counseling for the volunteers.
9. Ability to carry out responsibilities with minimal supervision.
10. Ability to develop working relationships with internal and external stakeholders.
11. Ability to provide spiritual leadership through prayer, discipleship, encouragement, and direction for volunteers.
12. Ability to work effectively and efficiently with a computer.
13. Ability to work cooperatively – with a Christian servant heart – as part of a team.
14. A willingness to share the gospel of Jesus Christ by word and example to all organization constituents and to contribute to an office environment conducive to supporting the organization's ministry of life.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions.

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