



## **JOB DESCRIPTION – CLIENT SERVICES DIRECTOR**

**Summary:** The Client Services Director (CSD) plans, organizes, and oversees client services programs and the services provided by the volunteer staff. The CSD oversees the recruitment and training of in-center volunteers and ensures that all client services/programs are of the highest quality possible and consistent between locations.

**Reports to:** Executive Director

**Supervises:** Boutique Coordinator, Receptionists, and In-Center Volunteers

**Hours per Week:** 32 hours per week

### **Qualifications:**

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Exhibit strong commitment and dedication to the pro-life position and sexual purity
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and Policies and Procedures of You Medical and the CARE program
4. Have one year of experience as a volunteer or staff in a ministry
5. Have experience in a position requiring management skills or other related experience
6. Exhibit skill in interpersonal communication, public speaking, and problem solving
7. Be knowledgeable in the Word
8. Be able to provide spiritual leadership, discipleship, and support to volunteers
9. Be self-motivated, dependable, responsible and organized.
10. Be able to carry out responsibilities with little or no supervision

### **Preferred, but not required:**

1. Have a bachelor's degree, preferably in a helping field, or related experience equivalent
2. Have experience interacting with individuals who have had past or present betrayals, traumas and transgressions

### **Major Responsibilities:**

#### **Administration:**

1. Develop processes and procedures to help ensure the efficient operation of in-center services/programs, including but not limited to:
  - a. Develop and maintain monthly schedule for client advocates
  - b. Develop and maintain volunteer newsletter
2. Works with Executive Director, and other You Medical staff, in carrying out the objectives, goals, and action plan for the ministry in regards to client services
3. Works with Executive Director to develop, implement, evaluate, and update client programs.



4. Works with staff, external organizations, volunteers, and clients for the purpose of identifying needs and resources to best meet the needs of the client.

#### **Client Services:**

1. Oversee client advocacy and other services provided for clients
2. Meet with clients when volunteers are not available
3. Maintain and update the referral resources for volunteers and client use
4. Evaluate, select, and maintain needed educational materials and resources for client use
5. Works with the Nurse Manager to ensure consistency between the locations in regard to client forms, in-take procedures, processes, program operations, and overall client care.

#### **Volunteer Training & Development:**

1. Represent You Medical in the community for the purpose of recruiting volunteers
2. Oversee the selection and training process to obtain qualified volunteers necessary to provide client services, including but not limited to:
  - a. Interviewing prospective volunteers
  - b. Conducting and supervising new volunteer orientation and training
  - c. Overseeing on-the-job training during the training process
3. Schedule, plan, and oversee volunteer in-services and annual volunteer appreciation event
4. Develop and conduct continuing education and enrichment for in-center volunteers, including but not limited to:
  - a. Changes in programs and policies
  - b. New community resources and referrals
  - c. Changing client demographics and needs
5. Evaluates training programs and current client services for the purpose of developing and updating training programs, processes, and procedures as appropriate.
6. Annually reviews the Volunteer Handbook and makes suggested changes to the Executive Director

#### **Supervision:**

1. Supervises volunteers by monitoring, supporting, disciplining, and maintaining an atmosphere/culture conducive to effective client services.
2. Supervises the Boutique Coordinator and provides support as needed
3. Supervises the Receptionists at both centers

#### **Community Relations & Fundraising**

1. Increases community awareness and increased cooperation between agencies and various community organizations to better meet the needs of our clients to prevent duplication of services.
2. Assist with the planning of fundraising events, as needed
3. Actively participate in and attend all You Medical fundraising events