



**Objectives of the position:** To oversee the daily pregnancy resource center operations and working with clients

**Reports to:** Center Director (Akron/Summit)

**Supervises:** Volunteer Client Advocates

**Category:** Client Services

**Minimum Qualifications:**

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Exhibit a 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
- Prefer a bachelor's degree in a related field, or related experience equivalent
- Be able to provide spiritual leadership, discipleship, encouragement, and direction for the staff members and volunteers
- Be able to carry out responsibilities with little or no supervision

**Preferred Qualifications:**

- Have two years of experience as a volunteer or employee in a non-profit ministry environment
- Exhibit strong skills in interpersonal communication
- Have a working knowledge of Microsoft office suite. Comfortable learning Waycool, and other computer programs as needed

**Essential Functions:**

**I. Primary:**

- Answer phone calls in a calm, friendly, and welcoming manner; route calls appropriately.
- Schedule appointments in appropriate systems according to the guidelines and procedures of Akron Pregnancy Services.
- Greet clients and instruct client to read and complete initial forms
- Send and respond to appointment reminder communications
- Meet with clients one on one and in group settings
- Maintain and review client files to assess proper and timely documentation by client advocates and communicate necessary changes
- Maintain personal case load and follow up with clients regularly
- Run client floor as assigned. Maintaining a spiritual model of leadership
- Maintain a clean and orderly environment for clients and volunteers.
- Follow written policies and procedures to ensure that clients have safe, effective and consistent visits



- Keep resources current, relevant, and well stocked. Communicate orders when low
- Attend staff meetings as assigned
- Ensure client data is accurately and timely entered
- Respond to digital inquiries in a timely manner

### ***Secondary***

- Attend Volunteer Training Program
- Attend volunteer in-service meetings as scheduled
- Work with client advocates on cleaning of the center between clients and at the end of each shift
- Inventory and ordering of supplies
- Report monthly goals to and maintain open communication with the Client Services Director
- Provide support to volunteers with case management
- Assist with the client advocate schedule and communicate needs and changes

### ***Tertiary***

- Attend occasional conferences or seminars if requested
- Be willing to assist another location during sickness or personal need
- Be available for additional responsibilities to assist other employees if time allows
- Assist in events as needed
- Report to Client Services Director regarding building concerns for maintenance
- Participate in special events that benefit the ministry
- Be available for public speaking, community and church events when requested
- All other duties as assigned.