



CLIENT SERVICES TEAM MEMBER POSITION DESCRIPTION

Objective of the position: As an ambassador of Jesus Christ, the Client Services Team Member offers clients making a pregnancy decision or coping with the results of their choice compassion, hope, help, and Christ-centered support.

Reports to: The Center Director

Status: Non-Exempt, Full-time / Part-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, Statement of Faith, and policies of the center
- Be able to respect and keep information confidential
- Be dependable, stable, and capable of following through on commitments
- Exhibit a sincere desire to reach out with the love of Jesus to people in distress
- Understand basic interpersonal dynamics
- Be able to identify and adjust to a client's pace of progress and growth
- Be familiar with scripture pertaining to the sanctity of life, forgiveness, and salvation
- Complete the pregnancy center advocacy training
- Complete on-the-job training

Preferred Qualifications:

- High school diploma or equivalent

Essential Functions (After Training):

- Provide crisis intervention support for each client in an atmosphere of warmth and compassion through listening and other helping skills
- Provide accurate information on abortion
- Provide information on parenting, adoption, and foster care
- Follow all policies and procedures regarding intake, helpline, and in-office duties
- Offer support, material resources, and referrals appropriate to a client's situation
- Look for teachable moments with a client in order to share the love of Jesus and His plan of salvation
- Appropriately follow-up with clients according to the policies and guidelines of the center
- Keep up-to-date on statistics and information relating to pregnancy, abortion, and adoption through volunteer staff meetings, magazines, journals, and newspaper articles
- Keep current on information in the pregnancy center referral system
- Maintain all client records as indicated in center policies and guidelines
- Attend staff meetings
- Help maintain the cleanliness of the center
- Participate in volunteer appreciation
- Help cultivate a hospitable and wholistic atmosphere in the center and among staff and volunteers
- Assist Center Director and Administrative Assistant as needed