



JOB DESCRIPTION – Lawrence Client Service Manager (PT - 32 hrs)
Reports to: Executive Director

Job Summary:

The Client Service Manager is responsible for the quality of service provided to the clients by staff and volunteers and the day-to-day Pregnancy Care Center (PCC) Client Service operations. The Client Service Manager implements and upholds the policies and procedures of the PCC, oversees center and client service/care, upkeep and networks with donors, churches and community.

Qualifications:

The Client Service Manager must possess strong interpersonal and organizational skills and the ability to provide spiritual leadership, training and coaching to volunteers and staff. The Client Service Manager should be able to develop a team spirit among volunteers and staff and be very compassionate towards everyone we serve. The candidate must be active in their local church, a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord and a strong dedication to the sanctity of human life. The candidate must also agree with the PCC Statement of Faith, Code of Christian Conduct and Statement on Marriage, Gender and Sexuality and fully supportive of the ministry's philosophy and guiding principles. Candidate should have related experience equivalent, be proficient in Microsoft Office, Microsoft Word, Excel and database/ reporting tools. Candidates must be fluent in both English and Spanish.

Key Responsibilities/Tasks/Assignments:

In Administration:

- Ensure that all policies and procedures pertaining to client-based activities are adhered to.
- Ensure accurate client documentation and client data/record keeping.
- Oversee the site management of the center and opening and closing of center.
- Provide monthly report of center activities to Executive Director.
- Attend meetings, conferences, and seminars as directed by the Executive Director.

In Client Services:

- Supervise Client Service Coordinator and volunteers to ensure quality client experience.
- Interview and provide volunteer training/coaching and in-service meetings to client staff and volunteer peer counselors.
- Oversee and track client progress to ensure quality client experience.
- Maintain educational materials (i.e. library, videos, etc.) and resource referral book.
- Provide peer counseling and other client services as needed.
- Be skilled in phone counseling of clients.

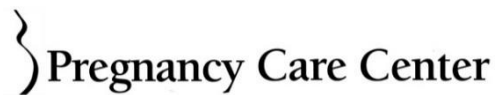
In Supervision/Evaluation:

- Supervise, evaluate and provide annual reviews for Client Service Coordinator and volunteers in their respective roles.
- Meet with Client Service Coordinator and volunteers to ensure that good communication, motivation, and procedural follow through are achieved.

In Public Relations:

- Foster positive relationships with community referral sources, clients, donors and volunteers.
- Represent the ministry and services of PCC to the local community.
- Assist the Development Team and other staff with events and marketing outreach.

To apply, please forward resume to PCC, 496 Main Street, Haverhill, MA 01830 or email to: mary.mccarthy@pccnortheast.org.



JOB DESCRIPTION - Lowell Client Service Coordinator (PT - 32 hrs)

Reports to: Client Service Manager

Job Summary:

The Client Service Coordinator assists the Client Service Manager in the day-to-day client service operations. The Client Service Coordinator implements and upholds the policies and procedures of Pregnancy Care Center (PCC), serves as the primary counselor/client advocate, records the on-going care of all clients, and assist volunteers.

Qualifications:

The Client Service Coordinator should possess strong interpersonal and organizational skills for counseling clients, scheduling appointments and assisting the Client Service Manager in other center activities. The Client Service Coordinator should also have computer/data entry skills and the ability to multi-task. The Client Service Coordinator must be active in their local church, be in agreement with the PCC Statement of Faith, Code of Christian Conduct and Statement on Marriage, Gender and Sexuality and be fully supportive of the ministry's philosophy and guiding principles. Candidates fluent in both English and Spanish a plus.

Key Responsibilities/Tasks/Assignments:

In Administration:

- Ensure accurate documentation of all client calls, visits, and services.
- Ensure that all policies and procedures pertaining to client-based activities are adhered to.
- Enter and maintain accurate client data as directed by the Client Service Manager.
- Maintain accurate inventory and distribution of all approved client literature and resources.
- Oversee opening and closing of center in the absence of Client Service Manager.
- Attend meetings, conferences, and seminars as directed by the Client Service Manager.

In Client Services:

- Serve as the primary peer counselor as requested by Client Service Manager.
- Greet clients, schedule appointments, answer phone and provide phone-counseling. (Phone training will be provided.)
- Assist volunteers in their roles by providing training and coaching as needed.
- Assist with all aspects of PCC services provided to clients including: client visit record keeping, material services inventory, restocking supplies and other office paperwork.

To apply, please forward resume to PCC, 496 Main Street, Haverhill, MA 01830 or email to: aliciah@pccnortheast.org.