

PREGNANCY SERVICE CENTER, INC CLIENT SERVICES DIRECTOR

Objectives of the position: As an ambassador of Jesus Christ, the Client Services Director provides oversight and leadership to the center's non-medical client services and programs, including training and supervising volunteers.

PART-TIME (20 hours/week)

REPORTS TO: Executive Director

SUPERVISES: Volunteers and programs

QUALIFICATIONS:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Active participation in a local Bible teaching church
3. Demonstrates Godly leadership by maintaining personal, professional, and spiritual health
4. Exhibit strong commitment and dedication to the pro-life position and sexual purity
5. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and policies of the center
6. Have one-two years of experience in a ministry capacity and/or helping profession in a position requiring management experience or equivalent
7. Have working knowledge in all Microsoft software: Word, Excel, PowerPoint, Publisher, technology, and social media
8. Exhibit skill in interpersonal communication, public speaking, and problem solving
9. Be able to provide spiritual leadership, discipleship, and support to the volunteers
10. Be able to carry out responsibilities with little or no supervision
11. Sufficiently healed of your own past traumas in life (abuse, molestation, abortion, etc.)*

**Staff/volunteers who may have client contact and are post-abortive, must meet with the coordinator of our Post-Abortive Program and complete the Post Abortion program before being eligible to serve This information will be kept confidential*

PREGNANCY SERVICE CENTER, INC

CLIENT SERVICES DIRECTOR

Essential Functions

ADMINISTRATION

1. Formulate and revise operation policies and procedures necessary for consistent client services with Executive Director approval
2. Assures accurate client record keeping through administering Quality Assurance Plan
3. Oversee, evaluate and be available to support staff
4. Research & gather data for preparation & updating all client services forms & materials
5. Research & development of client support services (education, resources etc.)
7. Write grants as directed for client programs

CLIENT SERVICES

1. Lead prayer time at the beginning of each volunteer shift.
2. Reinforces the humanity of the unborn child with the client.
3. Provides client with life-affirming education according to the PSC counseling procedures.
4. Serve as client advocate as needed.
5. Coordinate special events for clients

TRAINING

1. Conduct training seminars, utilizing other staff where needed
2. Assist in recruiting, selecting, interviewing and training possible volunteers for the ministry
3. Conduct and supervise the orientation of new volunteers in the center

OTHER DUTIES:

1. Accept assignments not specifically delineated above as requested by the Executive Director and board
2. Participate in meetings, trainings, events, and fund raising efforts as requested by Executive Director
3. Attend staff development workshops and conferences as approved by the Executive Director
4. Weekly consulting time with the Executive Director to relate program needs, problems, goal-setting and implementation.



PREGNANCY SERVICE CENTER, INC CLIENT SERVICES DIRECTOR

Mission Statement

A Christ-centered pregnancy resource center encouraging life, healing and purity.

Vision Statement

We at PSC are passionately committed to upholding the sanctity of human life and sharing the love of Jesus Christ with all who enter our center and those reached in the community. We humbly seek to inspire spiritual growth, develop Godly character, and promote life honoring choices that create positive lasting differences in the lives of individuals and their families.

Statement of Faith

1. We believe the Bible to be the inspired, the only infallible, authoritative Word of God.
2. We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit.
3. We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
4. We believe that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential, and that this salvation is received through faith in Jesus Christ as Savior and Lord and not as a result of good works.
5. We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life and to perform good works.
6. We believe in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
7. We believe in the spiritual unity of believers in our Lord Jesus Christ.

**PREGNANCY SERVICE CENTER, INC
CLIENT SERVICES DIRECTOR**

**Statement of Principle
Pregnancy Service Center**

1. The Pregnancy Service Center (PSC) is an outreach ministry of Jesus Christ through His church. Therefore, PSC, embodied in its volunteers, is committed to presenting the gospel of our Lord to women with crisis pregnancies — both in word and in deed. Commensurate with this purpose, those who labor as PSC board members, directors, and volunteers are expected to know Christ as their Savior and Lord.
2. PSC is committed to providing its clients with accurate and complete information about both prenatal development and abortion.
3. PSC is committed to adopting and enforcing internal procedures to assure that abortion education is performed in a caring and compassionate manner with due respect for the emotional sensibilities of each client. Prior to usage by the center, client materials containing descriptions or depictions of abortion will be reviewed by a qualified medical professional (ex: physician, nurse) and determined to be medically accurate. Materials with graphic depictions of abortion or its results are not content appropriate when the primary effect of such materials is to shock rather than to educate. When using approved abortion education materials with clients, center personnel will always give specific warnings and obtain written client permission before showing any videos, brochures, or diagrams that contain any visual depictions of abortion or its results. No client will ever be asked, pressured or coerced to view abortion education materials which she or he has indicated a desire not to see.
4. PSC is committed to integrity in dealing with clients, earning their trust, and providing promised information and services. PSC denounces any form of deception in its corporate advertising or individual conversations with its clients.
5. PSC is committed to assisting women carry to term by providing emotional support and practical assistance. Through the provision of God's people and the community at large, women may face the future with hope and plan constructively for themselves and their babies.
6. PSC does not discriminate in providing services because of race, creed, color, national origin, age, or marital status of its clients.
7. PSC does not recommend, provide, or refer for abortion or abortifacients.
8. PSC offers assistance free of charge at all times.
9. PSC is committed to creating awareness within the local community of the needs of pregnant women, and of the fact that abortion only compounds human need rather than resolving it.

PREGNANCY SERVICE CENTER, INC
CLIENT SERVICES DIRECTOR

10. PSC does not recommend, provide, or refer single women for contraceptives. (Married women seeking contraceptive information should be urged to seek counsel, along with their husbands, from their pastor and/or physician.)

11. PSC recognizes the validity of adoption as an alternative to abortion, but is not biased toward adoption when compared to the other life-saving alternatives. Pregnancy centers interacting with independent adoption agencies shall assure that referrals are made in a manner that fully protects the interests of clients and avoids any conflicts of interest. Adoption agencies may only be established under the auspices of centers if they meet strict standards to assure that pregnancy clients shall be served without any conflicts of interest.

12. PSC otherwise upholds all of the principles and requirements set forth in our Commitment of Care.