

Amnion Crisis Pregnancy Center

Job Description

Client Services Supervisor

Supervisor: Executive Director
Hours: To be determined range: 24-30 hours a week

Objectives of the Position:

The Client Services Supervisor will assist the Executive Director in running the day-to-day client services program of the Crisis Pregnancy Center. These duties include administrative tasks, providing lay-counseling to clients from a biblical counseling perspective, and assisting with the supervision and training of Amnion CPC's volunteer lay-counselors.

Qualifications:

Applicant should:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Exhibit a strong commitment and dedication to the pro-life position.
3. Agree with and be willing to uphold the following policies: Statement of Principle, Statement of Faith, Amnion CPC's Abortifacient Policy, in addition to Care Net's Policies and Procedures.
4. Have a bachelor's or master's degree, preferably in a helping field, possess related experience equivalent.
5. Have 2 or more years of experience as a volunteer for a ministry or church.
6. Have a minimum of two years experience in a position with management experience or equivalent, preferably in a helping field.
7. Be experienced in the area of Christ-centered, Biblical counseling, and sharing the gospel.
8. Exhibit strong skills in the areas of: written and interpersonal communications, public speaking, problem solving, and computer skills.
9. Be able to provide spiritual leadership, discipleship and support to the volunteer lay-counseling team.
10. Take initiative to carry out responsibilities with little or no supervision.

Major Responsibilities:

Client Services and Lay-Counseling:

1. Interrelate with Executive Director regarding: client or staff needs, progress of a client services program, areas of concern, and goal setting and implementation.
2. Provide lay-counseling and services for clients, their partners, and/or parents when volunteer lay-counselors are not available.
3. Handle difficult client situations, parent sessions, and legally mandated reporting issues.

4. Maintain referral resources as well as policy and procedure manuals for volunteer lay-counselors.
5. Assist with the evaluation and selection of educational materials, plus resources for client use.
6. Assist with effective follow-up support counsel by volunteer lay-counselors.
7. Become trained to provide lay-counsel for post abortion clients experiencing remorse or regret from past abortion decisions.

Lay-Counselor Training and Supervision:

1. Assist with the Care Net 'Volunteer Lay-Counselor Training Seminar'.
2. Coordinate the recruitment, training, and mentoring process for new lay-counselors.
3. Assist with the supervision of lay-counselor's monthly in-service meetings.
4. Manage the yearly evaluations for lay-counselors.
5. Assist lay-counselors with information, guidance and assistance for their clients' needs.
6. Follow biblical principles for confrontation with volunteer lay-counselors if the need arises.

Administration:

1. Maintain all client statistics and create client services reports by learning and using existing computer program.
2. Respond to business calls that do not require the Executive Director's involvement.
3. Maintain client policies and procedures manual.
4. Review the volunteer lay-counselor's client case notes.
5. Contribute to the preparation of weekly volunteer newsletter.

Public Relations:

1. Work alongside the Executive Director in creating working relationships with agencies, physicians, churches and agencies that refer clients or accept client referrals from ACPC.
2. Represent ACPC to pastors and churches regarding support ministries and ACPC volunteer lay-counseling matters.
3. Assist the Executive Director in representing to agencies and organizations through correspondence, meetings, and be available for speaking engagements.

The Client Services Supervisor shall receive a yearly written and oral evaluation by the Executive Director.