



## **CLIENT CARE MANAGER POSITION DESCRIPTION**

**Objectives of the Position:** As an ambassador of Jesus Christ, the Client Care Manager provides oversight and leadership to empower, train and equip the New Life volunteer mentors. The tasks include overseeing client services and programs to ensure quality care is being given. By promoting a positive impression of the Center by assisting those making contact via email, phone, chat, in person, or through other means, high quality care will be maintained. Maintain excellent communication with medical staff, clients and advocates.

**Reports to:** Executive Director

**Status:** Part-time, Tuesday, Wednesday, Thursday: 24 hours a week, hourly compensation

### **Minimum Qualifications:**

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Exhibit strong commitment and dedication to the sanctity of all human life, and sexual purity.
3. Agree with and uphold the Statement of Faith, Vision and Mission Statements and policies of New Life.
4. Have at least 2 years' experience in church or Christian ministry.

### **Knowledge, Skills, and Abilities Required:**

1. Exhibit excellent organizational skills and ability to keep files, calendars, and client and volunteer schedules.
2. Dependable, reliable, relational, honest, and team player.
3. Ability to be on time, answer the phones, interact with a variety of people, capable of accomplishing the work assigned.
4. Ability to maintain strict confidentiality.
5. Excellent oral and written communication skills.
6. Excellent interpersonal skills to train and supervise client volunteers, and work with clients.
7. Strong management and administrative skills.

### **Essential Functions:**

1. **Administrative**
  - Be aware of scheduling and keep the Office Manager updated on scheduling needs or changes.
  - Schedule and administer assigned shifts for Client Mentors.
  - Coordinate and collect data pertaining to volunteer/client appointments.
  - Oversee statistical information, including appointment notes and data entry, as necessary into client management systems.
  - Maintain all client records as indicated in center policies and guidelines.
  - Follow all policies and procedures regarding intake.
  - Keep resources, referrals and brochures current and stocked with help of the Office Manager.
  - Be available to meet with clients.
  - Seek to increase community awareness and increased cooperation between agencies and various community organizations in meeting the unique needs of our clients to prevent duplication of services.



## 2. Training

- Support the Executive Director in recruiting, selecting, and interviewing client mentor volunteers.
- Provide orientation and training of new client mentor volunteers on BrightCourse, CareNet, Coach Approach, Caring Foundations, forms and procedures.
- Provide (in coordination with the Nurse) volunteer in-service training regarding client care including monthly group meetings for check -ins and troubleshooting.

## 3. Maintenance of Programs

- Look for teachable moments with clients and volunteers to share the love of Jesus and His plan of salvation and encourage growth in the grace and knowledge of Him.
- 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 information in the New Life referral system.
- Provide support and educational materials to other medical staff.
- Client marketing collaboration with marketing consultants including website blog posts.
- Strategic planning going forward, developing, and maintaining programs.
- Connect with community resources regularly networking and promoting good relations, ie. WIC, Sepp, Birth Center, Health and Human Services, etc.
- Evaluate, select, and maintain the educational materials and resources needed for client use.

**Last Modified:** 02/11/2025

**Prepared By:** Annette Dallager, Executive Director

### Employee Acknowledgement:

I have read and understand the Position Description for the position I hold at New Life. A copy of the Position Description has been given to me for my records. I acknowledge, understand and agree that:

1. It is to inform and assist me in the performance of my duties at New Life.
2. It does not constitute an employment contract with New Life.
3. It does not confer any rights for any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of New Life.

I understand and agree that my employment with New Life is “at will” and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Original:** Employee's Personnel File

**Copy:** To Employee

**Copy:** Position Descriptions File