CLIENT SERVICES MANAGER

The Client Services Manager is responsible for client related daily operations of the Lighthouse Pregnancy Care Center (LPCC). This includes implementing the policies and procedures approved by the Board of Directors within the parameters of the budget, and actively working with the Office Manager.

Salary, Tuesday and Thursday, 15 hours weekly.

Reports to LPCC Board

Qualifications

* Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is committed to the sanctity of human life.
* Active participation in local Bible teaching church.
* Demonstrate Godly leadership by maintaining personal, professional, and spiritual health.
* Agree with and uphold the Mission Statement, Vision Statement, Statement of Faith, Statement of Principles, and By-Laws of LPCC.
* Adhere to and follow the policy and procedure manual.
* Must honor confidentially.
* Flexible and compassionate spirit.
* Excellent communication skills.
* Make critical decisions with discernment.
* Minimum of high school education. Life experiences in child development, education, or social services is preferred.
* Ability to organize and coordinate multiple projects and complete data.
* Proficient use of computers and software to complete tasks.
* Available for crisis outside of business hours for clients.

Supervision

* Keep the ministry on target to achieve goals and mission objectives.
* Work closely with the Office Manager.
* Recruit, train, supervise, evaluate, and encourage mentors and volunteers.
* Schedule volunteer mentors.
* Oversee Volunteer Coordinator. Work with Volunteer Coordinator to keep personal files on each volunteer, receptionist, mentor. Schedule back- ground check information.

Client Relations

* Mentor clients when volunteer mentor is not available.
* Keep client files entered into eKyros in an accurate and timely manner.
* Maintain client stats and include in monthly report to Board.
* Working with the Office Manager in developing and maintaining a relationship with churches, community agencies, physicians, and adoption agencies. Coordinate services/make referrals, as necessary.
* Use available resources to meet client needs.

Administrative

* Attend workshops, conferences, seminars as offered by the board.
* Attend monthly Board meetings and other special meetings.
* Develop and maintain annual program budget and present to Board.
* Help coordinate and maintain social media sites. Work closely with the Officer Manager on developing and updating church contacts and other community groups.
* Working with the Office Manager representing and promoting LPCC and the mission, through speaking engagements, attending community meetings and social events, etc.
* Creating flyers, logos, and other promotional materials for programs and events.
* Coordinate with Office Manager in quarterly newsletter
* Work closely with the Office Manager on developing and updating church contacts and other community groups.
* Participate and help coordinate fundraising events with Office Manager and the LPCC Board.
* Maintain and order resource materials, educational literature for clients.
* In charge of cell phone after hours.
* Work with churches regarding donations and baby bottle blitz.
* Building security-doors, windows locked.