



Kawartha Lakes Pregnancy Centre

241 Kent Street West, Lindsay On K9V 2Z3 • Phone 705-878-8527 • Fax: 705-878-8576

Job Description

Job Title: Client Services Director

Type of Position: Permanent Part-Time

Supervises: All Volunteer Staff

Objectives of Position

Mission: Kawartha Lakes Pregnancy Centre is a Christ-centred organization providing support and education to anyone experiencing challenges related to a pregnancy or pregnancy loss.

The Client Services Director in consultation with the Executive Director, plans, organizes, and oversees all client services and programs. This includes recruitment, training and management of all volunteers, and the implementation of the necessary programs to meet client needs, ensuring that they are of high quality and consistent with the mission and vision of Kawartha Lakes Pregnancy Centre. The Client Services Director participates as part of a team in fundraising for these programs.

Qualifications

Applicant should:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Saviour and LORD.
- Exhibit a strong commitment and dedication to the sanctity of all human life and sexual purity.
- Agree with and be willing to uphold KLPC's Statement of Faith, Statement of Principles, Mission and Vision of the centre, centre policies/procedures and Pregnancy Care Canada's Core Documents.
- Have experience and aptitude in working on teams and managing people.
- Be proficient in oral and written communication skills that can relate to professional, medical, church and social service agencies/organizations, as well as volunteers, clients, and donors.
- Ability to communicate virtually through the use of social media, Zoom, text, email, and our website platform.
- Be able to provide spiritual leadership, navigating theological biases, while equipping and empowering volunteers.
- Be self-motivated, dependable, and responsible.
- Willing to provide a criminal record check and complete KLPC training.



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Major Responsibilities

Administration & Management

- To be spiritually sensitive to clients and volunteers and to offer comfort, wisdom and discernment – often through prayer.
- Review client files, client advocate summaries, and offer suggestions and encouragement to volunteers.
- Oversee computer record keeping, statistics, and effective follow up of clients by volunteers.
- Evaluation of client programs according to criteria developed in conjunction with the Executive Director.
- Oversee scheduling of all volunteers and clients.
- Assist the Executive Director and other administrators in strategic planning, developing objectives, goals, and an action plan for KLPC, with input from a client services perspective. The Executive Director will be the sole communicator with the Board.
- Perform special projects or tasks as assigned by the Executive Director.

Client Services:

- Develop and oversee client support services and coordinate debriefing.
- Provide peer support and services for clients when volunteers are unavailable, or in difficult cases.
- Maintain and update the referral resources for volunteers and client use.
- Evaluate, select, and maintain needed educational materials and resources for client use, with approval of Executive Director.
- Develop/adapt materials for use in centre programs.
- Develop and coach teams within the volunteer base to run programs (i.e., pre-natal, post-abortion, etc.).
- Coordinate the organization and updating of forms used within client services.
- Update and develop policy and procedures for volunteers and clients as needed, in consultation with Executive Director.
- Ensure client support workers are competent in the full range of client services.
- Ensure rooms are cleaned and appropriately sanitized.

Public Relations:

- Assist in promoting the work of the centre, with a focus on attracting potential volunteers from within the local church community.
- Speaking engagements to represent the centre, in consultation with the Executive Director.
- Attend community networking meetings and promoting the centre to other agencies, in consultation with the Executive Director.
- Assist with planning/executing fundraising events, particularly as it relates to promoting client services.



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Training:

- Coordinate and assist in arranging and teaching volunteer training and orientation.
- Assist in recruiting, selecting, and interviewing possible volunteers.
- Organize in-service training for staff and volunteers.
- Develop and nurture volunteers to assist in operational procedures.

Supervision/Evaluation:

- Available to volunteers for information, questions, and assistance.
- Assess ongoing performance of volunteers, encouraging and celebrating often and following Biblical principles for confrontation when the need arises.
- As per KLPC template, conduct yearly written/oral evaluations of volunteers.
- Report to the Executive Director on volunteer involvement in the centre.

Accountability

- The Client Services Director is accountable to the Executive Director.
- A yearly review will be conducted by the Executive Director.
- All communications to the Board of Directors are through the Executive Director.

Remuneration

- This position is for 20 hours per week (with the possibility of increasing hours as centre finances grow).
- The pay schedule is once a month (last Friday).
- The pay is \$15.00 per hour.