

Job title	Care Center Coordinator
Reports to	Lead Care Center Coordinator
Hours	Full-Time, 40 per week or Part-Time, 24-39 per week
Classification	Non-exempt, Hourly

Ministry Purpose

The Care Center Coordinator collaborates with the Director of Client Services, Lead Center Coordinator, Medical Manager, Nurses, Volunteer Coordinator, Center Volunteers, and other key staff members to provide consistent, quality client care. The Center Coordinator is responsible for providing direct client care, volunteer training, scheduling for assigned center as applicable, and ensuring proper center supply and function.

Staff Supervision

This position reports to the Lead Care Center Coordinator and will not be responsible for any staff supervision but will have volunteer supervision duties as needed.

Essential Duties, Responsibilities, and Access

Care Center Support and Client Care

- Maintain proficiency in the L.O.V.E Approach Manual and provide direct client care accordingly.
- Document client care services by charting in client and department records.
- Possess a thorough understanding of community resources for client referrals.
- Report any referral updates to Community Health Advocate.
- Ensure follow-up with each client served directly or through delegated care as warranted.
- Provide whole person care, including spiritual care from a Christian viewpoint, including pro-life and chastity affirming principles.
- Coordinate daily staffing with staff Nurse to ensure client access to PDHC services.
- Manage center supply order.
- Answer phones, voicemail, written and email inquiries in a timely manner.
- Maintain a pleasant work environment, ensuring high levels of organizational effectiveness, communication, and safety.
- Ensure all client visits are entered with accuracy, assisting with parenting class visits as needed.
- Provide client testimonials and prayers requests.
- Adhere to PDHC policy on Client Relationships.
- Assist with material aid.
- Maintain up-to-date literature.
- Collaborate with other Center Coordinators to keep the center's Communication Binder current.
- Assist in training new staff as needed.
- Remain current with CPR Certification.

- Commit to and uphold PDHC Culture values to *Live Like Jesus* (1 John 2:6, Philippians 4:8-9) through *Adoration* (1 Chronicles 16:11, Psalm 143:8), *Integrity* (Proverbs 11:3, 1 Thessalonians 4:3), *Honesty* (Ephesians 4:25, John 17:1), *Respect* (Romans 12:10, Hebrews 13:17) and *Live Mission: Unity* (Philippians 2:5, Ephesians 4:16), *Trust God* (Proverbs 3:5-6, Matthew 6:26-27), *Collaboration* (Ecclesiastes 4:9-10a), *Communication* (Ephesians 4:29).
- Understand privacy and confidentiality.
- Complete annual OSHA and Cyber Security training.
- Perform other duties and special projects as assigned.

Volunteer Supervision

- Assist Volunteer Coordinator in placing applicants for volunteer service.
- Responsible for consistent, timely training of center volunteers for assigned positions.
- Schedule, equip and assign volunteers to work independently in areas of strength, as applicable.
- Communicate policy updates and changes to center volunteers.
- Report volunteer updates or change of status to Volunteer Coordinator.
- Collaborate with the Volunteer Coordinator to ensure all volunteers annually review the Volunteer Policy Handbook with signed the Acknowledgments.
- Ensure volunteers annually review the Working at Our Center Manual.
- Address volunteer performance concerns and confer with the Lead Center Coordinator or Volunteer Coordinator as needed.
- Confer with volunteers to resolve grievances; promote communication and cooperation.
- Participate in center volunteer recruitment events i.e. Open Houses and volunteer recognition events.
- Collaborate with Volunteer Coordinator to provide annual volunteer surveys and review with volunteers as directed.

Operations / Facilities Support

- Input client data, track outcomes, and provide regular reporting to the Director of Client Services.
- Manage general site and building maintenance issues for center.
- Complete monthly OPP grant report, as applicable.
- Assist in planning in-house and off-site activities as needed.
- Represent PDHC at community events as needed.
- Provide general support for visitors.
- Attend monthly staff and CST meetings.
- Manage and troubleshoot IT function including phones and all office equipment.
- Remain current on needed office software and client social media applications (i.e. WayCool, Excel, Office 365, TextBox).

Qualifications

- Pro-life convictions and heart-felt desire to represent and live out the policies and principles outlined in the PDHC mission statement, Commitment of Care and Competences, and the *Employee Policy Handbook*.

- Attests commitment to the Christian faith by the Nicene Creed and participates in local church.
- Care Center experience in direct client care preferred.
- High School degree with some college preferred.
- Proficient computer and audio-visual skills.
- Initiative and creativity with the desire to work on a team.
- Flexible and adaptable during change and crisis, aptitude in problem-solving.
- Experience and sensitivity in working with individuals from diverse cultural backgrounds.

Working conditions

This position requires some evening and weekend availability.

Physical requirements

This position may require standing for extended periods of time and lifting up to 40lb. objects on an as needed basis.