

<b>Job title</b>	<b>Family Empowerment Center Extension Coordinator</b>
<b>Reports to</b>	Family Empowerment Center Manager
<b>Hours</b>	Full-Time, 40 hours per week OR Part-Time, 24 to 39 hours per week
<b>Classification</b>	Non-Exempt, Hourly

## Ministry Purpose

The Family Empowerment Center Extension Coordinator collaborates with the Director of Client Services, Family Empowerment Center Manager, Center Coordinators, Nurses, Volunteer Coordinator and other key staff members to provide consistent, quality client care. The FEC Extension Coordinator is responsible for providing direct client care, volunteer support, and ensuring proper center supply and function for material aid, shopping, and in-person classes at extension Center locations.

## Staff Supervision

This position reports to the Family Empowerment Center Manager and will not be responsible for any staff supervision but will have volunteer supervision duties.

## Essential Duties and Responsibilities

### FE Center Extension Support and Client Care

- Maintain proficiency in the L.O.V.E Approach and provide direct client care accordingly.
- Provide whole person care, including spiritual care from a Christian viewpoint, including pro-life and chastity affirming principles.
- 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).
- Coordinate daily staffing with extension Center locations to ensure client access to PDHC services.
- Train volunteers to serve family empowerment clients and process material aid at the extension Center locations.
- Register clients to program.
- Ensure regular in-person parenting classes at extension Center locations.
- Oversee client shopping at extension Center locations.
- Serve clients shopping at extension Center locations.
- Report donations by providing 'gift in kind' forms to admin.
- Ensure car seat and cribette follow-ups are completed with clients.
- Address volunteer performance concerns and confer with the Program Manager, extension Center Coordinator, or Volunteer Coordinator as needed.

- Collaborate with FEC Manager to ensure the FEC Manual, and other extension center resources are current.
- Answer phones, voicemail, texts, 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.
- Maintain assigned clients to ensure timely follow-up and client care through BrightCourse lesson assignments.
- Monitor and maintain clear communication through “TextBox” with clients.
- Assist in new and ongoing training as needed.
- Provide client testimonies and prayer requests.
- Participate in FEC volunteer recognition events.
- Complete annual Cyber Security training.

### Operations / Facilities Support

- Maintain Cool Focus scheduler daily banners for availability of client shopping appointments.
- Input client data, track outcomes, and provide regular reporting to the Family Empowerment Center Manager.
- Manage material aid inventory at the extension Center locations.
- Oversee Boutiques at the extension Center locations to ensure they are well stocked and maintain an inviting atmosphere for clients.
- Maintain FEC forms and signage as applicable at extension Centers.
- Report general site and building maintenance issues to extension Center Coordinator.
- Assist in planning in-house and off-site activities.
- Represent PDHC at community events as needed.
- Provide general support for visitors.
- Remain current on needed office software and client social media applications (i.e. WayCool, Excel, Office 365, TextBox).
- Perform all other duties as assigned.

### 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 Competence, and the *Employee Policy Handbook*.

- Attests commitment to the Christian faith by the Nicene Creed and participates in local church.
- 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.
- Bilingual, Spanish speaking preferred but not required.

### Working conditions

This position may require 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.