

Job title	<i>PDHC Center Coordinator</i>
Reports to	<i>Center Nurse Manager</i>
Hours	<i>Part-Time, 12 to 28 per week (dependent on location)</i>

Job Purpose

The Center Coordinator collaborates with the Director of Programs, Nurse Manager, Volunteer Coordinator, Center Volunteers, and other key staff members to provide consistent, quality client care. The Center Coordinator is responsible to provide direct client care, volunteer training, scheduling and support, and ensuring proper center supply and function.

Staff Supervision

This position reports to the Nurse Manager and will not be responsible for any staff supervision but will have volunteer supervision duties as needed.

Essential Duties and Responsibilities

Care Center Support

- Maintain proficiency in the L.O.V.E approach and provide direct client care accordingly.
- Coordinate daily staffing with Nurse Manager to ensure client access to PDHC services
- Assist Nurse Manager in consistent, timely training of center volunteers for assigned positions
- Schedule, equip and assign volunteers to work independently in areas of strength
- Confer with volunteers to resolve grievances; promote communication and cooperation
- Address volunteer performance concerns and confer with the Center Nurse Manager as needed
- Manage center supply order and budget
- 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

Volunteer Coordinator Support

- Assist Volunteer Coordinator in interviewing and placing applicants for volunteer service.
- Work directly with the Volunteer Coordinator to on-board new center volunteers in various volunteer areas
- Track volunteer hours and participation. Report needed updates or change of status to Volunteer Coordinator
- Collaborate with the Volunteer Coordinator to ensure all volunteers annually review the Working at Our Center volunteer manual and sign the Acknowledgment
- Participate in center volunteer recruitment events i.e. Open Houses and volunteer recognition events
- Collaborate with Nurse Manager to provide end-of-year volunteer surveys and review with volunteers as directed

Operations / Facilities Support

- Input client data, track outcomes, and provide regular reporting to the Director of Programs
- Manage general site and building maintenance issues for center
- Assist in planning in-house and off-site activities
- Represent PDHC at community events
- Provide general support of visitors
- 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, texting)
- Perform all other duties as assigned

Qualifications

- Care Center experience in direct client care preferred.
- Pro-life convictions and heart-felt desire to represent and live out the policies and principles outlined in the PDHC mission statement, the Employee Commitment statement and the Employee Manual
- Attests commitment to the Christian faith by the Nicene Creed and participates in local church
- Proficient computer and audio-visual skills
- High School degree with some college preferred
- Initiative and creativity with the desire to work on a team
- Experience and sensitivity in working with individual 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.

Approved by:	
Date approved:	