

<b>Job title</b>	<i>PDHC Care Center Coordinator</i>
<b>Reports to</b>	<i>Center Nurse Manager</i>
<b>Hours</b>	<i>Full-Time, 40 per week</i>
<b>Classification</b>	<i>Non-exempt, Hourly</i>

### **Job Purpose**

The Center Coordinator collaborates with the Director of Client Services, Nurse Manager, 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 Nurse Manager 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**

- Maintain proficiency in the L.O.V.E approach 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 Nurse Manager 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.
- Assist with material aid.
- Keep forms up to date.
- Remain current with CPR Certification.

#### **Volunteer Coordinator Supervision**

- Assist Volunteer Coordinator in placing applicants for volunteer service.
- Responsible for consistent, timely training of center volunteers with assistance of the Nurse Manager 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.
- 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 Manual and Volunteer Handbook with signed the Acknowledgments.

- Address volunteer performance concerns and confer with the Center Nurse Manager 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 CCM 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).
- Complete annual HIPAA training.
- Perform all other duties as assigned.

### **Access Levels**

- Facility keys and building security codes to assigned Center location and other Centers as needed.
- CoolFocus: Client, Donor, and Volunteers, Consultant
- TextBox: Hotline and FEC
- Bright Course
- SharePoint

### **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 Handbook.
- 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 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.