

<b>Job title</b>	<b>Family Empowerment Center Coordinator</b>
<b>Reports to</b>	Family Empowerment Center Manager
<b>Hours</b>	Full-Time, 40 hours per week Part-Time, 28 to 39 hours per week
<b>Classification</b>	Non-Exempt, Hourly

## Ministry Purpose

The Family Empowerment Center Coordinator collaborates with the Director of Client Services, Family Empowerment Center Manager, Nurse Managers, Volunteer Coordinator and other key staff members to provide consistent, quality client care. The FEC Coordinator is responsible for providing direct client care, volunteer support, and ensuring proper center supply and function.

## 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 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 FEC Manager to ensure client access to PDHC services.
- Register clients to program.
- Assign clients to Family Advocates.
- Report donations.
- Complete monthly OPP reporting to the Director of Communications and Grants.
- Update website calendar with monthly class schedules.
- Manage car seat and cribette program with Columbus Public Health and clients.
- Ensure car seat and cribette follow-ups are completed with clients.
- Address volunteer performance concerns and confer with the Program Manger as needed.
- Manage center supply order, including monthly donor fulfilment and budget.
- Collaborate with FEC Manager to ensure the Family Advocate Manual, FEC Manual, and other center resources are current.
- 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.
- Maintain client case load to ensure timely follow-up and client care.
- Monitor and maintain clear communication through “TextBox” with clients.
- Enter volunteer hours and participation.
- Assist in new and ongoing training as needed.
- Provide client testimonies and prayer requests.
- Participate in FEC volunteer recruitment events i.e. Open Houses and volunteer recognition events.
- Collaborate with the Family Empowerment Center Manager to provide end-of-year volunteer surveys and review with volunteers as directed.
- Complete annual HIPAA training.

### Operations / Facilities Support

- Input client data, track outcomes, and provide regular reporting to the Family Empowerment Center Manager.
- Assist FE Center Manager in monitoring inventory.
- Maintain FEC forms and signage.
- Report general site and building maintenance issues for FEC.
- Assist in planning in-house and off-site activities.
- Represent PDHC at community events.
- 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.

### 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.