



CLIENT SERVICES DIRECTOR

At The Pregnancy Centre, we envision a different story around unplanned pregnancy and abortion, one where women don't feel alone, where we come alongside and provide support, respect and hope for their future. We have been meeting the needs of women in our community since 1986 in the form of practical, emotional and spiritual care and we are growing. If this excites you, we want to hear from you.

POSITION OVERVIEW + RESPONSIBILITIES

The **Client Services Director** is responsible for the overall management of the entire client service experience at *The Pregnancy Centre*.

Client Programs & Services:

- Identify the needs of women facing an unexpected pregnancy and determine ways *TPC* can address these needs;
- Collaborate with other community agencies to provide comprehensive care for clients through referrals and partnerships;
- Ensure *TPC* is a welcoming and inclusive environment and that clients are treated with dignity, respect and kindness;
- Collaborate with the Client Program Director to vision, plan and implement programs that meet the clients' needs both prenatally and postnatally;
- Meet with clients to provide pregnancy tests, options counselling and support services;
- Oversee all client inquiries from website, cell phone and online chat to ensure they are responded to in an appropriate and timely fashion;
- Ensure accurate attendance records, program reports and centre statistics;
- Manage all confidential client files as per agency policies, procedures and privacy legislation;
- Manage Client Services budget and investigate new potential funding sources;
- Provide input in grant writing in collaboration with the Executive Director.

Volunteer Management:

- Manage and keep accurate records of all volunteer inquiries;
- Recruit and train volunteers for all programs and services offered at *The Pregnancy Centre*;
- Identify subject areas for the ongoing development and training of volunteers;
- Maintain personnel files for each volunteer as per agency policies and procedures;
- Develop and plan regular volunteer recognition opportunities.

Community Connections:

- Build and maintain relationships with community partners, leaders and agencies to provide comprehensive support to women in unexpected pregnancy;
- Represent *TPC* at local networking groups (Prenatal & Parenting Youth Network, Positive Parenting Committee, Children and Youth Planning Table).
- Ensure *TPC* promotional materials are distributed in the community;
- Acts as representative of *TPC* at community and church events.

PERSONAL VALUES

- Trustworthy, respecting sensitive issues and ensuring confidentiality of client information;
- Has excellent interpersonal skills, is a good listener and non-judgmental;
- Demonstrates empathy and has passion for supporting women and families;
- Demonstrates initiative and actively seeks out opportunities to meet the needs of our clients;
- A self-directed learner who seeks out opportunities to improve their skills and the contribution they make to *The Pregnancy Centre's* success;
- Agrees with and upholds *The Pregnancy Centre's* Core Documents & Policies.

QUALIFICATIONS + CORE COMPETENCIES

- A degree or diploma in Social Work, Social Service Worker or related field is required;
- Excellent collaboration, emotional intelligence, interpersonal and resilience skills;
- Demonstrated knowledge, insight and understanding of the prenatal and postnatal needs of women;
- Possesses well-developed organizational abilities with a keen ability to attend to and manage details and ensure accuracy of work assignments;
- Leadership skills demonstrated with a high level of skill in coaching and leading teams;
- Experience and knowledge of client/child safety issues and demonstrated capacity to apply safety practices;
- Experience or strong interest in working with diverse populations including people from various cultural backgrounds and income levels, with sensitivity to their needs;
- Able to capably and sensitively represent *The Pregnancy Centre* through well-developed written and oral communication skills;
- Valid G driver's license is required;
- Applied Suicide Intervention Skills Training (ASIST) and Mental Health First Aid strongly recommended;
- Demonstrated commitment to uphold the mission and values of *The Pregnancy Centre*.

APPLICATION PROCESS

Interested candidates are invited to submit a resume and cover letter to the attention of **Jennifer Holbrook**, at jenn@pregnancycentre.ca. We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

The Pregnancy Centre is committed to the protection of children - all offers of employment will be conditional upon the successful completion of reference checks and a Police background check.

Accessibility accommodation is available upon request.