

AGAPE PREGNANCY RESOURCE CENTER

Job Description

JOB TITLE: Spanish Care Coordinator

REPORTS TO: Director of Family & Community

ORGANIZATIONAL MISSION

What we do

Agape Pregnancy Resource Center demonstrates the Truth and unconditional love of Jesus in a safe and confidential environment to women, men, and families experiencing pregnancy or the effects of sexual relationships.

Learn more at <https://agapedsm.com>.

ENVIRONMENT & CULTURE

Who we are

As a team, we fully support each other so that together we can accomplish more. We enjoy wit, humor, and comradery, so working together is filled with laughter. However, we are serious about working hard with everyone putting forth their best effort and paying attention to details. We are passionate about helping others and have a heart for reaching out to those in need. Above all, we seek to live out the Gospel of Jesus Christ through the way we work and interact. Agape places great emphasis on teamwork and supporting each other. We require people to be a good fit with our philosophy of how we work as a team. We need people who are hard-working, consistent, and take initiative. Listening skills and critical thinking are paramount. Open-mindedness and being comfortable in giving and receiving feedback are essential. Being flexible with change and able to work in a sometimes-chaotic environment is necessary. Since Agape is faith-based, all team members must ascribe to the Agape Pregnancy Resource Center's Statement of Faith and be committed to the sanctity of human life. Team members must be committed followers of Christ and be willing to share their testimonies with gentleness and respect as in 1 Peter 3:15.

POSITION

Purpose and Scope

The Client Coordinator reports to the Director of Family & Community and supports operations, programming, and related team members (both paid staff and volunteers) that support and serve our clients. The ideal person for this position is highly-motivated with strong organizational, interpersonal, leadership, and development skills. This individual will coach and lead patients in providing life-changing opportunities to the women, men, and children we serve. This position is challenging, requiring diverse skills and strong multi-tasking abilities. This position should have a background in social services and counseling. This individual must be able to filter all leadership through a strong personal faith and advocacy for the preservation and sanctity of all life. We are looking for an enthusiastic, committed individual, who is excited to join and cultivate a hard-working team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

With minimal supervision, provide support to Director of Family and Community Services and patients/clients we serve.

General

- Accountable for client information and statistics related to resource and educational service lines.
- Develop, implement, and maintain care coordination that supports the mission of providing opportunity for life-change for each client (i.e. abortion healing, pregnancy testing, STD testing, ultrasounds, crisis intervention, clinical services, life-skill training, curriculum, healthy relationships, and effective parenting, etc.).
- Oversee and track all statistics related to the case work for clients (admissions, documentation, and monthly life-skills scores on each).
- Develop and implement individualized care plan for each case management client. Each client is encouraged, evaluated, and held accountable for progress on their care plan through weekly or bi-monthly meetings.
- Monitor and maintain clinical compliance in coordination with nurse manager
- Assess and build assessing and building the competencies, logistical flow, and procedures that impact the overall client experience, insuring the greatest possible positive impact toward our mission
- Partner with other staff to maintain relationships with other agencies and individuals in the community related to the day-to-day operation and growth of the programming (i.e. doulas, mentoring moms programs, volunteer opportunities, partner employers, adoption agencies, pregnancy help centers, schools, counselors, juvenile court officers, Dept. of Human Services, etc.).
- Have the ability to cover any role within the clinic and educational buildings as needed and required by this position
- Attend staff meetings and prepare to share a report of area of oversight.
- Attend monthly one-on-one meetings with Director of Family & Community to review questions, concerns, exchange feedback, celebrate accomplishments, and identify needed support in your role.
- The learn the Agape way of Spirit Led Conversations based on the God-space book, scripture, and the life and example of Jesus Christ for all volunteers to be onboarded, in-service bi-annually, and coached with a consistent model of leading with love, grace, care, and mercy as we meet individuals where they are and desire to point them toward a loving and caring Savior
- Maintain open communication, professionalism, and respect of all staff at all times via e-mail and scheduled meetings.
- Ensure that ongoing communication is being done to allow follow up and 360 degree communication
- Follow the ongoing model of continuous delivery (development, integration, testing, deployment, monitoring, feedback) to ensure that we are always expanding and improving how we serve our clients

Job Qualifications:

Required

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Exhibit strong commitment and dedication to the pro-life position and sexual purity.
- Agree with and be willing to uphold the Statement of Faith and adhere to the policies of the center.
- Have a bachelor’s degree in human services, education, and/or bilingual studies. Experience and years of related work can be substituted for educational criteria.
- Have two years of experience in human services or professional setting comperable to role.
- Be able to provide spiritual leadership, discipleship, and support to the clients and fellow staff.
- Highly organized, thorough, and detail-oriented
- A professional demeanor and the highest level of discretion is essential in the management of confidential information
- Motivated self-starter with strong problem-solving, analytical & decision-making skills who can manage people with minimal guidance
- Ability to multi-task, learn new processes quickly, and collaborate with others giving priority to following-through and producing overall quality work

Additional Information:

Starting date: Effective on (DATE)

Starting wages: Compensation is negotiable based on experience

Job hours: This position can either be PT or FT depending on availability and skills set. evening or weekend hours may be necessary for special events.

Confidentiality: This position includes access to sensitive and personal information thus requiring a confidentiality agreement to be signed and honored.

Signature of Spanish Care Coordinator Date

Signature of Director of Family & Community Date