

Volunteer, Client Services, and Administrative Coordinator

OBJECTIVES:

Assist Clinic Director in coordinating all aspects of client care.

Manage all aspects of Volunteer selection, training, and scheduling to provide coverage for Clinic Services and special projects as needed.

Manage general front office tasks and responsibilities.

REPORTS TO:

Executive Director

QUALIFICATIONS:

1. Committed Christ-follower who willingly accepts and upholds Mountain Area Pregnancy Services' (MAPS) Vision, Mission Statement, Statement of Faith, and Policies/Procedures.
2. Minimum of a 2-year degree and two years' experience in a pregnancy center or other non-profit ministry preferred.
3. Excellent organizational, communication, training, and team-leading skills.
4. Relational, self-motivated, and responsible in fulfilling all assigned tasks with little to no supervision.
5. Strong computer skills with an ability to assimilate new software applications as needed; Microsoft Office experience preferred.

ESSENTIAL FUNCTIONS

ADMINISTRATIVE

1. Front office tasks include answer phones, retrieve voice-mail, facilitate inter-departmental communication and disseminate messages.
2. Daily mail in-take and bank deposits. Pick up mail from P.O. Box on way to work and make deposits to bank, daily as needed. Opens mail with Director each day, makes a tape of all deposit items, and copies all items.
3. Collaborate with staff on order of all office-related supplies. Includes review of all basic supply inventory on a periodic basis, ordering with gift card, credit card, or on account, as authorized.
4. Oversee donations of baby supplies; contacting Good Will for pickup of excess items and exchanging them for GW gift cards.
5. Coordinate trash pick-up.

6. Assist with printing and facilitation of bulk mail campaigns.
7. Assist Leadership team in providing all required monthly, quarterly, and annual statistical reports.
8. Coordinate facility and technical maintenance. Includes coordination with outside professionals, e.g. pest control, computer technicians, website technicians, etc.
9. Maintain Client, Staffing and Volunteer training calendars, ensuring adequate coverage to meet client and clinic needs.
10. Basic computer data entry of client, volunteer, and donor information.
11. Participate in fundraising events as requested by Executive Director.
12. Participate in scheduling meetings with community leaders as requested by Executive Director.

CLIENT SERVICES

1. Collaborate with Clinic Director and Executive Director to formulate or revise clinical and operational forms, policies and procedures.
2. Coordinate monthly Client follow up.
3. Meet regularly with Director of Clinical Services to discuss operational concerns and make recommendations for improvement.
4. Coordinate client scheduling, ensuring services are provided according to client needs.
5. Maintain accurate, complete client files and coordinate entry of all client-related data; faxing documents to MD offices as requested.
6. Complete training and serve as a Client Advocate when needed.
7. Demonstrate competency in performing Urine Pregnancy Tests and serve as Designee when needed.
8. Assist Director of Clinical Services in maintaining inventory of medical supplies and client informational materials.

VOLUNTEERS

1. Oversee all volunteer-related activities, including application process and training.
2. Complete criminal background checks on new volunteers as needed.
3. Present completed applications to Leadership team for approval.

4. Maintain complete, confidential volunteer files.
5. Maintain accurate records of volunteer hours worked, updating monthly.
6. Initiate and maintain a current Volunteer schedule; whenever possible provide front desk coverage and at least one Client Advocate-trained volunteer during operational hours.
7. Answer phones, retrieve voice mail, facilitate inter-departmental communication and dissemination of messages.
8. Cover receptionist desk as needed in absence of a volunteer.
9. Coordinate and provide on-going Volunteer training and updated information for clinic services and up-coming events.
10. Serve as primary contact for all potential volunteers, provide application packets and ensure completion of all packets.
11. Coordinate annual volunteer appreciation events.
12. Enter Volunteer hours of service into data base at least monthly and maintain database.
13. Coordinate and participate as needed in Volunteer Weekly Service Schedule.
14. Promote communication, encouragement, feedback, and prayerful support among all Volunteers.
15. Conduct annual written Volunteer evaluations.
16. Coordinate and participate in clinic tours as needed.

PERSONAL

1. Agree to uphold MAPS Statement of Faith, Mission, Vision, Dress code, and other approved Policies and Procedures listed in the employee handbook.
2. Make prayer an integral part of day-to-day operations.