

PREGNANCY ASSISTANCE CENTER NORTH

264641-45 N, Spring, TX 77386

and

115 San N. San Jacinto

Street Conroe, TX 77301

Employment Opportunity Role Description

Job Title: Client Care Manager
Hours: Non-Exempt (36 hours); Occasional overtime and travel between our two locations may be required.
Submit resume to: Execassist@pacn.org

SUMMARY

The Client Care Manager - (CCM): This person meets directly with clients as a program advocate under the direction of the Center Coordinators and the Sr. Director of Programs. CCM's are responsible for scheduling appointments, assessing client social situation, providing options counseling, providing referrals in support of the client, delivering program materials, and supporting the client's engagement with PACN's material assistance program.

This individual will assist with maintaining and developing resources for clients and identifying and developing client care volunteers. This candidate will ensure professional service delivery and efficient center operations.

QUALIFICATIONS

The qualifications listed below are representative of the knowledge, skill and/or ability required.

Ministry Qualifications: The incumbent must:

- 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.
- Agree with and be willing to uphold PACN's Statement of Faith and operating policies including their commitment to personal purity and patient confidentiality.

Position Qualifications: The incumbent must:

- Have two years of experience in peer counseling or equivalent environment working with volunteers (preferred).
- Have good speaking skills in English.
- Be self-motivated, dependable, responsible, with strong skills in administration and organization.
- Exhibit strong interpersonal and ministry skills.
- Fulfill responsibilities with little or no supervision and be willing to travel between locations.
- Exhibit strong vision and leadership skills for administrative organization and

- management.
- Be detail oriented.
- Perform multiple tasks simultaneously in a fast-paced environment.
- Must be comfortable working in a variety of technology platforms.

RESPONSIBILITIES

- Meet with clients to provide support services such as options counseling, pregnancy testing, community referrals, material assistance support and delivery of classes.
- Provide peer counseling and other client program services support.
- Provide follow up consultation with clients and referral calling on their behalf.
- Provide documentation and maintenance of client records in PACN's medical record systems, insuring proper documentation for every client.
- Learn and maintain all TPCN protocols and perform TPCN billing in a timely/concise manner in compliance with program rules/guidelines.
- Assist in uniting the ministry in prayer as part of day-to-day operation of center.
- Assist in monitoring reception area to assist clients until other staff are available.
- Provide receptionist services as needed: greet clients and visitors, answer, and route calls appropriately.
- Assist on-the-job training of new volunteers for the client ministry of PACN.
- Interact with Center Coordinators and Nurse Manager to relate client or volunteer needs, progress of center, problems, and implementation.
- Help ensure professional service delivery and efficient center operations.
- Scan paperwork.
- Input records data entry.
- Perform light office work; demonstrate competence in Word and Excel.
- Provide support to Center Coordinators, Sr Director of Programs, medical staff, client care team and volunteers as needed.
- Perform opening and/or closing duties as necessary.

The information above is for summary purposes and is not intended to be a comprehensive list of essential functions.

*Due to COVID-19 impact on ministry demands, **PACN** reserves the right to repurpose the position to meet the needs **of our clients**.

Employment is At-Will

In the event an offer of employment is extended, you certify your understanding that your employment will be on an at-will basis, and neither you nor any PACN representative have entered into a contract regarding the terms or the duration of your employment. As an at-will employee, you will be free to terminate your employment with PACN at any time, with or without cause or advance notice. Likewise, PACN will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advance notice. This offer is pending completion of successful background and personal reference checks.

I HAVE READ AND UNDERSTAND THE ABOVE JOB DESCRIPTION.

Candidate Signature

Date

PACN Representative's Signature

Date