



Hands of Hope Tucson

Client Care Coordinator/Specialist Job Manual

Qualifications:

Education and Experience:

- High School diploma (or GED) required.
- College certificate or diploma preferred.
- Two years of experience in ministry, medical, or a social services environment
- Experience working with clients in one-to-one situations preferred.
- Experience in Christian ministry or non-profit organization preferred.

Skills:

- Excellent communication skills (written and verbal)
- Proficient in: Microsoft Word, Excel and Google programs. Data base experience preferred.
- Organized with a proactive approach to work.
- Healthy interpersonal communication skills
- Bi-lingual (English/Spanish) fluency preferred.

Other Requirements:

- In full agreement with the Hands of Hope Tucson Statement of Faith, Statement of Principle, and Statement of Marriage, Gender & Sexuality
- In full agreement with the Hands of Hope Tucson mission and vision
- Demonstrated passion for Jesus Christ and pro-life ministry.
- Professional dress and manner
- Physical: able to lift 30 pounds
- Transportation required.

Job Duties:

Client Services:

- Meet with clients for pregnancy testing, peer counseling, gift basket/diaper assistance appointments, and STI testing.
- Conduct client follow up protocols.
- Chaperone is needed for ultrasounds.
- Participate in all Client Advocate in-service training.
- Attend training at referral agencies and community partners as needed.
- Train volunteers as needed in conjunction with your supervisor.
- Manage and maintain Diaper Assistance program.

Center Support:

- Front desk support (Scan, shred, answer phones, respond to web requests and update the web request log, schedule appointments, reply to emails, check voicemails, and hospitality duties)
- Close facility following protocols as needed.
- Other duties and projects as assigned.
- Stock bathrooms with supplies as needed.

General Requirements:

- Check work email account daily and provide a timely response to requests.
- Participate in regular and special staff meetings and prayer times.
- Prepare reports on ministry results as directed.
- Under the direction of your supervisor, develop position goals that will work to accomplish the mission of Hands of Hope Tucson. Meet regularly with your supervisor to track progress on goals.
- Participate in annual position review which will include updating job descriptions and developing new goals.
- Cross train another staff member on essential tasks for times of absence
- Adhere to Hands of Hope Tucson policies and procedures.
- Interact ethically, professionally and respectfully with all clients and co-workers.
- Dependable and committed to the ministry. Able to keep information confidential.
- Ability to work under pressure and remain calm. Ask for help when needed.
- Friendly, warm and a great team player