



Encouraging  
Life-giving  
Choices

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## CLIENT SERVICES COORDINATOR POSITION

Pregnancy Concerns is a Christian outreach ministry, located in Coquitlam BC, which exists to care and walk alongside women to help them navigate the complex decisions of an unplanned pregnancy, and provide support to post-abortive women and families. If you have a heart for helping people, joining our team will offer you a rewarding experience in witnessing lives change.

### **Objectives:**

The Client Services Coordinator, in collaboration with the Executive Director (ED), will plan, organize, and oversee client services and programs. This includes direct client-care in pregnancy options and post-abortion support, recruitment, and management of client-care volunteers, as well as the development of programs to meet client needs in accordance with the Purpose, Mission and Vision of Pregnancy Concerns. The Client Services Coordinator will participate as part of the team in all center related events and activities.

This position is for 15-18 hours per week with flexibility. Salary will be commensurate with experience.

### **Qualifications:**

- Experience and aptitude in working on teams and supervising volunteers.
- Able to provide spiritual guidance to volunteers.
- Post-secondary education/training, preferably in a helping field such as counselling or social services an asset.
- A minimum of one year's experience in client services support either as a volunteer or in a paid position.
- Exhibits strong skills in interpersonal communication and problem solving.
- Works well independently requiring minimal supervision.
- Strong computer skills along with some proficiency in the use of social media and virtual platforms.
- Detail oriented with a commitment to excellence.
- Committed to client confidentiality.
- Willing to provide a criminal record check.

**Essential Functions:**

Pregnancy Concerns staff are expected to work co-operatively with others; demonstrate flexibility in organizing work; show a high degree of initiative, discernment, and resourcefulness; have good communication skills; demonstrate thoughtfulness in decision-making and maintain a high level of confidentiality in all areas of responsibility.

Staff must be non-judgmental and receptive in approach, and reflect genuine concern, respect and commitment towards individuals, boards, and organizations.

Staff should seek to be a role model in attitude, speech, and actions in their consistent daily walk with Jesus Christ. They should be prepared to explain Pregnancy Concerns' religious beliefs and practices to all visitors and callers. And they should be prepared to provide resources and assistance, consistent with the Statement of Faith and Mission Statement, to all those who inquire.

**Responsibilities:****Administration & Development:**

- Maintaining all client information and data entry.
- Completing and keeping record of Center statistics, in-center forms and documents as required.
- Evaluation and development of client programs according to criteria developed in conjunction with the ED.
- Assisting the ED in strategic planning, developing objectives and goals, and an action plan.
- Attending networking events in the local community and churches to promote the work of the center and solicit potential volunteers.
- Assisting in other projects and tasks as assigned by ED to ensure the smooth running of Center operations.

**Client Services:**

- Oversee and provide client-care services support in pregnancy options & post-abortion support.
- Maintain and update community and referral resources for client care.
- Establish good network to provide new resources and programs for client care.
- Provide training and support to ensure client support workers are competent in the full range of client services.
- Attend regular training, workshops and conferences pertaining to client care.
- Assist in recruiting and selecting potential volunteers with the goal to provide excellent client care.