



POSITION TITLE: CLIENT SUPPORT ASSISTANT

Background check before hire

Reports to Position: CLIENT SUPPORT MANAGER

BRIDGEHAVEN OVERVIEW

Bridgehaven's mission is to empower choices for life through Christ-centered education and support. This mission is pursued by offering abortion alternatives through the following free and confidential services:

- Pregnancy tests & Ultrasounds
- Client advocacy & options discussion
- Limited STI Testing
- Take Heart Program: Perinatal Hospice & Miscarriage Care
- Earn While You Learn program for parents, including:
 - Weekly life skills classes
 - Material assistance (food, clothing, household items, diapers, wipes, and formula)
- Relational and sexual health education for middle, high school, and college students
- Abortion recovery mentoring, classes, and Take Courage Retreats.

GENERAL STATEMENT OF DUTIES

The Client Support Assistant will assist the Client Support Manager and the Chief Learning Officer in the center's daily operations, including the Earn While You Learn (EWYL) program and all other client support programming. This role includes a variety of tasks, including building client relationships, scheduling appointments, answering the phone, providing a warm welcome to clients, navigating the client management data system, helping volunteer instructors prepare for classes, and fulfilling other general admin tasks. This person must be quick to learn, possess a teachable spirit, enjoy a fast-paced environment, and be gifted in interpersonal skills.

EXAMPLES OF ESSENTIAL WORK

Client Relations

- Greet and check clients in for appointments
- Schedule appointments with potential clients for EWYL
- Maintain EWYL client database and update the class schedule
- Act as subject matter expert on EWYL practices, managing the flow of EWYL clients' shopping and attending class.
- Become familiar with other organizations and resources in the area
- Assist in coordinating EWYL annual events

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- As needed, fill in for volunteers in the grocery area
- Take Client Advocacy training
- Answer phone and route calls to appropriate staff and volunteers
- Welcome and direct all visitors to appropriate services, staff, and volunteers
- Keep the reception areas tidy, ensuring the environment reflects our highest standards of excellence
- Communicate with ministry partners about the needs for Client Support and the ministry

Team Relations

- Delegate projects to volunteers
- Collaborate & problem-solve with peers
- Identify areas of conflict or risk when dealing with clients and work to address conflict in a Godly way when it arises
- Stay knowledgeable and up to date on HACAP practices and oversee HACAP practices with volunteers
- Adapt to an ever-changing environment
- Attend monthly staff meetings
- Other duties as assigned

REQUIRED KNOWLEDGE & ABILITIES

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Exhibit strong commitment and dedication to the life-affirming position and the biblical standard of sexual integrity
- Agree with and be willing to uphold the Commitment of Care and Competence, Statement of Faith, and the policies of Bridgehaven Pregnancy Support Center
- Possess excellent relational skills, communication, conflict resolution, and decision-making
- Must be able to handle multiple demands and prioritize in order of importance
- Proficient computer skills, including Microsoft Office Suite, and general database familiarity
- Be self-motivated, dependable, and responsible
- Exhibit maturity regarding confidentiality of client information
- Friendly and able to preserve the dignity of all persons

ACCEPTABLE EXPERIENCE & TRAINING

- High school diploma or GED required
- Previous office experience

REQUIRED SPECIAL QUALIFICATIONS

- None

ESSENTIAL PHYSICAL ABILITIES

- Frequent standing, pushing, pulling, and light lifting
- Ability to sit or stand for long periods