



## **POSITION TITLE: CLIENT CARE COORDINATOR**

Part-time, hourly, 15 hours a week

Background check before hire

### **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: Pregnancy Loss & Miscarriage Care
- Earn While You Learn program for parents, including:
  - Weekly life skills classes
  - Fatherhood Program
  - Material assistance (food, clothing, household items, diapers, wipes, and formula)
- Relational, sexual health, and fetal development education for middle, high school, and college students
- Abortion recovery mentoring, classes, and Take Courage Retreats.

### **GENERAL STATEMENT OF DUTIES**

The Client Care Coordinator serves as a compassionate and professional first point of contact for individuals seeking support, offering respectful communication by phone, text, and in person. They create a calm, kind, and welcoming environment while responding thoughtfully to each client's unique needs. Alongside client interactions, the role manages key administrative tasks, including scheduling, recordkeeping, and daily operational support. Through empathy, organization, and steady presence, the Client Care Coordinator helps uphold the center's mission and ensures clients feel valued from their very first interaction.

### **EXAMPLES OF ESSENTIAL WORK**

#### **Client Care & Communication**

- Craft compassionate, timely, and professional communication through texts and phone calls with potential clients, aiming to support potential clients in making life-affirming decisions.
- Welcome clients and visitors to the center with a professional and calm demeanor.
- Facilitate client paperwork in a manner that upholds client confidentiality.
- Schedule client appointments and manage multiple calendars through various platforms.
- Help clients navigate and understand medically accurate, holistic information through calm, clear, and sensitive communication.
- Collaborate with the client services team, providing smooth transitions and uninterrupted care for clients from entrance to exit.

### **Administration**

- Answer all phone calls and text messages with diligence, regardless of the caller – this includes routing non-client calls to the corresponding staff member.
- Input data into our client database with accuracy.
- Receive and distribute incoming and outgoing mail.
- Assist with financial intake and bank receipting as needed.
- Ensure a well-maintained, organized, and secure physical and digital environment, both in the office space as well as via various databases and technology platforms.

### REQUIRED KNOWLEDGE & ABILITIES

- Exceptional interpersonal, personal, written, and verbal communication skills.
- Familiarity with Microsoft Office, cloud-based databases, and adaptability in learning new technologies.
- Ability to prioritize tasks to ensure productivity and completion of objectives in a timely manner.
- Willingness to work collaboratively within the Bridgehaven team environment.
- Possesses strong organizational skills, with a detail-oriented disposition.

### ACCEPTABLE EXPERIENCE & TRAINING

- Experience in front desk, reception, or office administration.
- Work or volunteer experience in ministry or nonprofit setting.

### REQUIRED SPECIAL QUALIFICATIONS

- A personal commitment to Jesus Christ as Lord and Savior and commitment to a local church body.
- Complete dedication to the pro-life position with regard to abortion, abstinence until marriage, and other sanctity of human life issues.
- Agree with and be willing to uphold the Commitment of Care and Competence, Statement of Faith, and the policies of Bridgehaven.