

# Client Services Associate Position

## Client Services Associate Job Responsibilities

Provides counseling services to women of all ages facing unplanned pregnancies and struggling with past abortions. Leads volunteer services by recruiting, assessing, training, supporting, recognizing and scheduling volunteers or managing other staff members performing those duties.

## Client Services Associate Qualifications

- Recognizing that Assurance for Life is a Christian ministry, personal faith in Jesus Christ, agreement with Assurance for Life's [Statement of Faith](#), and active membership in a local congregation are essential qualifications.
- A bachelors or masters degree in counseling, social work or a related field and/or experience in those fields are strongly preferred. Experience working with volunteers and in pregnancy centers is helpful.
- This person must be fully committed to the sanctity of human life, biblical standards for sexuality, and sharing the love, grace and truth of Jesus as Lord and Savior.
- Training in pregnancy center best practices will be provided.

## Client Services Associate Job Duties Include

- Joins with the rest of the Assurance family in lifting up all aspects of the ministry's work in prayer.
- Shares Jesus Christ with clients, volunteers, visitors, staff, and others through reflecting His love, compassion, care, grace, mercy and truth.
- Provides clients and visitors a warm and compassionate welcome and accurate information about services in person, on the telephone or online when asked to staff those roles.
- Maintains a caseload of clients providing intake, options information, spiritual information, support and advocacy, follow-up communications, and community referrals.
- Serves as an active member of the Client Services Team working together to strive for excellence in services through continuous improvement.
- Works in coordination with all members of the Client Services and Medical teams to ensure adequate coverage during operating hours as well as timely and excellent care for clients.
- Keeps accurate and up-to-date case records.
- Makes public speaking appearances on behalf of the ministry as requested.
- Helps secure stories for communications including newsletters, emails, videos and websites.
- Leads volunteer services by initially and on an ongoing basis recruiting, assessing, training, supporting, recognizing and scheduling volunteers or managing other staff members performing those duties.

[www.assuranceforlife.org](http://www.assuranceforlife.org)



- Communicates policies, procedures and other important information with volunteers. Complies with policies and procedures and works to ensure volunteers do as well.
- Participates in events as requested on evenings and weekends including but not limited to fundraising events, appreciation events, awareness building events, training opportunities, and outreach events.
- Contributes to the team effort by accomplishing other duties as needed.

## Benefits

- Paid time off
- Paid holidays
- Life and Short Term Disability Insurance
- Benefit Allowance (in lieu of Health Insurance)
- Matching retirement savings opportunities

## Application Process

Please submit cover letter, application, resume, and references, including one from a pastor in your church, by December 15th to: [Janet@assurancecare.org](mailto:Janet@assurancecare.org)

Or mail to:

Assurance for Life  
Attn: Janet Harris  
1517 Nicholasville Rd., Suite 405  
Lexington, KY 40503

[www.assuranceforlife.org](http://www.assuranceforlife.org)

