



Client Services Director – Job Description

Assurance for Life / Assurance Care

Position Summary

The Client Services Director (CSD) provides leadership, oversight, and advocacy services to women and men of all ages facing unplanned pregnancies. The CSD ensures high-quality, compassionate client care and supervises all client-facing non-medical staff and volunteers within the Women's Clinic.

Reports to:

Assistant Director

Supervises:

Client Services Advocates (CSAs), client-facing support staff, and volunteers

Qualifications

- A committed Christian demonstrating a growing personal relationship with Jesus Christ and a desire to share His love, grace, and truth.
- Active membership in a local church.
- Strong alignment with the pro-life position and Biblical standards for sexuality and marriage.
- Agreement with Assurance for Life's Statement of Faith and all clinic policies.
- Bachelor's or Master's degree in a helping profession preferred; relevant experience may be considered in place of a degree.
- Experience in a helping profession requiring leadership or management responsibilities.
- Ability to provide spiritual leadership, mentorship, and discipleship to non-medical staff and volunteers.
- Willingness to pursue ongoing professional development and training in pregnancy center best practices.
- Commitment to maintaining professional PRC standards in client documentation, record keeping, and volunteer oversight.
- Ability to collaborate with supervisory staff regarding student practicums and training experiences.



Core Responsibilities

Administrative Leadership

- Develop and maintain the monthly volunteer and staff schedule for client services.
- Ensure adequate client-facing coverage during operating hours in partnership with the Nurse Manager and Assistant Director.
- Maintain clear communication with all client-facing staff, CSAs, volunteers, and the Client Services Coordinator (CSC).
- Partner with the Assistant Director and CSC to ensure accurate and timely reporting of client service data, statistics, and documentation.
- Review client files for staff, volunteers, and TeleCare personnel.
- Oversee proper documentation and record keeping for both physical and digital client files.
- Ensure compliance with all Client Services Guidelines and organizational standards.
- Assist the AD and Communications team by gathering client stories and insights for newsletters, emails, video content, and web updates.
- Provide administrative assistance to the management team as requested.
- Contribute to overall ministry efforts by completing additional tasks as needed and participating actively in organizational prayer.

Client Services Oversight

- Provide direct supervision, coaching, and support for all Client Service team members and volunteers.
- Ensure all Client Service team members receive thorough training and ongoing learning opportunities relevant to their roles.
- Maintain an active client caseload.
- Ensure clients and visitors receive a warm, compassionate welcome and accurate service information in person, by phone, and online.
- Maintain and update educational materials, referral resources, and client support tools in partnership with the Assistant Director.
- Manage client-facing materials such as intake forms, options information, spiritual resources, advocacy content, and communication tools.
- Model and share the gospel of Jesus Christ through compassionate care, prayerful support, and Christ-centered interactions.

Events & Public Engagement



- Represent the ministry through public speaking engagements as requested.
- Participate in ministry events including fundraising activities, appreciation events, awareness activities, outreach, and other events requiring evening or weekend involvement.

Supervision & Evaluation

- Conduct annual evaluations for Client Services team members and volunteers.
- Provide ongoing feedback, encouragement, and accountability to maintain high standards of client care and volunteer performance.

Compensation

- Salary Range: \$40,000–\$50,000 annually, commensurate with education and experience
- Schedule: Full-time, 40 hours per week. May be required to provide advocacy counseling on either a Monday or Tuesday evening (5-8)
- Benefits: Monthly benefits stipend, paid time off (PTO), and SIMPLE IRA with employer matching contribution