

**MYLIFE MEDICAL & RESOURCE CENTER'S**  
**CLIENT SERVICES DIRECTOR POSITION DESCRIPTION**

**Objectives of the position:** The Client Services Director has the responsibility of the volunteers and the services they provide.

**Reports to:** The Executive Director

**Supervises:** All volunteer staff at the center

**Qualifications:**

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Exhibit strong commitment and dedication to the pro-life position and sexual purity
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and policies of the center
4. Have a bachelor's or master's degree, preferably in a helping field, or related experience equivalent
5. Have one year of experience as a volunteer in some ministry capacity
6. Have two years of experience in a helping profession in a position requiring management experience or equivalent
7. Exhibit skill in interpersonal communication, public speaking, and problem solving
8. Be able to provide spiritual leadership, discipleship, and support to the volunteers
9. Be able to carry out responsibilities with little or no supervision

**Essential Functions:**

I. Administrative

1. Develop and maintain monthly schedule for peer counselors & all volunteer staff
2. Develop and maintain a volunteer newsletter
3. Assist Executive Director with statistical information, including data entry, if necessary

II. Client Services

1. Oversee peer counseling and other services provided for clients
2. Provide peer counseling and services for clients when volunteers are not available
3. Maintain and update the referral resources for volunteers and client use
4. Evaluate, select, and maintain needed educational materials and resources for client use, with the help of the Executive Director
5. Lead prayer time at the beginning of each shift
6. Be available to minister to the needs of the volunteers

III. Training

1. Assist in conducting volunteer training seminar
2. Assist in recruiting, selecting, and interviewing possible volunteers for the ministry
3. Conduct and supervise the orientation of new volunteers in the center
4. Assist in scheduling volunteer in-service trainings