

Reports To: Executive Director

Objective & Responsibilities of Position:

The primary role of this position is to oversee the volunteer services, volunteer training, maintain volunteer relationships, maintain volunteer records, coordinate the volunteers to assist with outreach & fundraising events. It will also include executing any programs/center areas as per assignment of the Director; including but not limited to client services, office & building maintenance, attending and assisting in the organization and execution of Center outreach events and fundraisers, education and trainings at the Center and in the community, etc. This would include consulting Executive Director (ED) prior to making changes, keeping staff up to date on any changes, and teaching volunteers how to assist in this area. All issues, problems and/or concerns with volunteers should be directed to the Executive Director.

I. Administrative

- Coordinate the day to day Volunteer Services (The Clients Services Coordinator will schedule the Advisors appointment)
- Establish the Volunteer schedules
- Establish and relay to all staff and volunteers: how and where office documents are filed and stored in the office and online.
- Ensure enough copies are available for all office documents, forms, and brochures
- Maintain all records as the ED has directed, marking all files and folders appropriately for easy use and maintenance
- Ensure all Data Entry is complete and correct for our mailing lists, LIFE Team List, Email List, Call/Text, Kyros—This includes monthly reports for the ED.
- Assisting in center mailing, including bulk mailings
- Assist in maintaining the physical appearance of the office to ensure a clean and welcoming environment. This would include standard office cleaning as well as special projects that may include deep cleaning, painting, organizing, sorting, and moving of items
- Oversee Opening/Closing of the center
- Ensure all Volunteers receive the appropriate schedule and events reminders: Text or Call as requested by Volunteer

II. Client Services

- To provide support services for clients through the programs and services LIFEBRIDGE offers. This would include meeting with clients, establishing rapport, assessing issues, identifying and exploring viable options and assisting clients in formulating a plan of action.
- To provide a safe, positive, and pleasant environment within the center for clients, their families and friends. Report any concerns or issues to the ED or Call 911 if there is imminent danger.
- Keep up to date with correspondence and reporting requests of referring agencies
- To use effective telephone techniques to make appointments and assist individuals with questions about LIFEBRIDGE services and connecting them with local resource and service organizations.
- Organize and oversee outreach projects and services as requested by ED, this would include The Community Baby Shower, Lunch & Learn, etc.
- Assist and execute off site education for volunteers and clients - This may include schools, churches, youth groups, etc.

III. Volunteer Services

- Assist in recruiting Advisory Services Volunteers
- Processing volunteer applications, and interviewing possible Advisory Services Volunteers
- Scheduling and facilitation the Center Mission Training and Hands-On Client Services Training, this includes ongoing In-Services
- Facilitate center tours, open house events, and orientation sessions
- Maintain volunteer files including: applications, all signed forms, in-service trainings, center training check list and annual review
- Plan and execute a Volunteer Appreciation events annually, this can include parties, picnics, letters/gifts with the LB Team

IV. Fundraising / Special Events

- Assist in planning, organizing and participating in Fundraising Events
- Assist in planning, organizing and participating in Outreach Events/Services
- Presenting the ministry of LB for small groups, churches and community events

Qualifications: Applicant Should:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord, regularly attending church and/or spiritual support services
- Strong organizational skills and ability to work on various projects at one time
- Efficient in reading, writing, calculating and analyzing data used in daily correspondence with staff, clients, and donors
- Willingness to expand and increase communication skills including verbal, written and presentation
- Problem solving and decision-making skills, ability to think quickly on your feet, ability to handle varying levels of stress
- Computer knowledge and experience with programs such as Excel, Word, Publisher or similar record keeping and/or design programs
- Exhibit strong communication skills and dedication to the Pro-Life position
- Agree to be willing to uphold the Mission Statement, Our Commitment of Care and Policies of LIFEBRIDGE
- Be able to respect and keep information confidential, be dependable and committed to the LIFEBRIDGE ministry, stable and capable of follow through on commitments.
- Be able to identify and adjust to a Client's pace of progress and growth
- Be understanding of staff and/or volunteers, choose grace over condemnation and commit to not discuss conflicts or issues with other staff and/or volunteers, following the conflict policy of LIFEBRIDGE
- Be able to provide spiritual leadership, discipleship and support to volunteers and clients, also familiar with Scripture pertaining to forgiveness and salvation
- Attend weekly and monthly in-service meetings or other meeting as scheduled
- Able to work the days and hours the position requires, complete a time off request prior to any leave time (Currently Monday—Thursday 9:00 am - 4:00 pm = 28 Hours standard work week, with additional hours during outreach/fundraising events and annual Pregnancy Care Center Training (Average 2 fundraisers, 2 fundraisers, 1 out of town multi-day training per year)
- Physical mobility: Sitting, walking, standing, bending over, climbing ladders, lifting/holding/carrying objects up to 40 pounds, manual dexterity to operate office equipment.

Minimum Position Requirements (Education, Experience and Certification):

- Associates or bachelor's degree, preferably in a helping field, or related experience equivalent
- Have prior counseling and/or mentoring services experience
- Have experience as a volunteer in some ministry capacity
- Have previous work experience that required management experience or equivalent

Additional Information

- Classroom and on-the-job training prior to direct client contact will be provided
- Staff meetings and in-services provided will give you the opportunity to:
 - Meet staff and volunteers you may not work with daily
 - Give you the opportunity to pray and fellowship with one another
 - Learn new information
 - Receive further training
- Regular consultations with the ED concerning center procedures, client services and programs
- Job performance Review with the ED at least once a year based on the Job Description as provided
- Prayer support from the ED and Board
- Materials and supplies necessary for you to perform your job as described
- Provide further education and training as needed to perform your job as described. All training must be pre-approved by the ED and Board as needed

Staff Signature of Receipt & Agreement: _____ Date: _____

Director Signature of Receipt & Agreement: _____ Date: _____