



## CLIENT SERVICES ASSISTANT

The Client Services Assistant helps fulfill New Life Family Service's mission of assisting clients in life-affirming decisions with the love and compassion of Christ by providing quality services related to family, pregnancy and STD testing. This is a part-time (24 hours/week) position. This staff person will be working out of our Headquarters office in Richfield with some work at our metro offices.

### REPORTS TO:

Director of Client Services

### POSITION RESPONSIBILITIES:

- **Administrative Support:** Directly support the Director of Client Services in day-to-day operations including maintaining coverage schedule, assist with coverage, tracking client surveys and board statistics. Assist the Client Services Director with revising client forms, create client filing system, and donation pick ups, as needed. Assist Program Managers with creating manuals for volunteers and staff, as needed. Assist with Client Services Department meetings including scheduling, agendas, and meeting minutes.
- **Casework:** Provide direct services to individuals and families seeking pregnancy and early parenting related needs, as well as individuals seeking STD testing. Conduct intakes for pregnancy tests, ultrasound appointments and STD testing. Provide decision making counseling for clients including providing information about abortion risks and procedures, parenting information, and adoption education. Provide counseling, referrals or coordination of services for other assessed needs.
- Maintain accurate records of services provided according to agency standards.

### POSITION QUALIFICATIONS:

- Bachelor's Degree in Human Services, Communication, Psychology, or related field.
- Two years professional experiences strongly preferred.
- Excellent verbal, writing/editing skills.

### OUTREACH:

Attend all New Life fundraising events and other agency sponsored events as directed by the Director of Client Services. These may include some evening and/or weekend hours. May be asked to speak periodically in churches and/or community events on behalf of the agency. Promote a positive agency image to other Social Service agencies.

### SELF-DEVELOPMENT:

Complete New Life requirements for continuing education. Participate in appropriate workshops and training sessions to ensure continuing education requirements are met. Keep current on best practices and trends in the fields of early parenting, child development, pregnancy care, adoption, sexual health and community resources.



**CORE VALUES/COMMITMENTS:**

- Demonstrated faith in Jesus Christ.
- Agrees with and adheres to Transform Minnesota Statement of Faith, Core Values, and Code of Conduct.
- Exhibit strong commitment and dedication to the sanctity of all human life.
- Exhibit strong commitment and dedication to sexual purity.
- Attend weekly staff and prayer meetings.
- Be able to express a clear understanding of the inner workings of a pregnancy care center.
- Demonstrate strong interpersonal and administrative skills.
- Exhibit strong organizational skills and the ability to manage multiple responsibilities at once.
- Exhibit ability to respect client and donor confidentiality through the safe-keeping of related information.

**DIRECT REPORTS:**

None

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Approved By	
Date Approved	
Reviewed	