



Join *the* Mission

Working at AWC | Your Opportunity Profile

Client Services Manager

25 Hours / Week



Thank you for your interest in joining a mission that goes beyond. Your opportunity awaits.

AWC invites you to join a team uniquely focused on creating a community where families are strong and life is cherished.

AWC offers a positive work-life balance with like-minded coworkers committed to service.

Enclosed is information about our organization that is foundational to who we are and how we serve. Please review these documents, as well as the attached job description, and make sure you are in full agreement before applying. If needed, I would be happy to provide any clarifications via email at jillh@pregnancylancaster.com.

To officially apply, please complete the enclosed Employee Application, including two references and your salary expectations, and email the application along with your resume to: Kyra Scalea, Operations and Education Director at KyraS@pregnancylancaster.com. We cannot proceed with an interview until all these items are received.

Again, thank you for your interest in our organization. We look forward to learning more about you!

Sincerely,

Jill B. Hartman
Executive Director

Employment Opportunity Profile

Mission Overview

A Woman's Concern provides an open door and inviting space to all women in need of resources related to pregnancy, parenting and sexual health and empower families with focused classes, dedicated support, and material assistance to uphold the value of every human life.

With over 50 years of experience, this well-established Lancaster non-profit seeks to help build a community where families are strong and life is cherished.

Below are some of the key services we provide while living out our mission:

- ✓ medical grade pregnancy tests
- ✓ ultrasound scans
- ✓ material assistance
- ✓ pregnancy options information
- ✓ sexual risk avoidance education
- ✓ fatherhood education
- ✓ prenatal and parenting classes
- ✓ lactation services and support
- ✓ post abortion recovery group
- ✓ community referrals
- ✓ health and safety classes

We serve anyone in Lancaster County (and beyond) who is looking for education, practical help, and support, at no cost, confidentially and without judgement. We are also known for doing all that we do with great love and compassion and for offering hope to those in our community. Each of our staff members acts as the hands and feet of Christ in every interaction and conversation with those who walk through our purple doors. Consistent with our Christian faith, we welcome and provide services to any persons seeking our services regardless of belief or unbelief. We accept as volunteers and team members all persons, regardless of faith or belief, who agree to and do work in alignment with our beliefs and who do not seek to undermine or oppose our faith in the provisions of the services we provide.

Why AWC?

AWC team members unequivocally commit to sharing their unique talents to make a difference in the lives of our clients. They have servant hearts. They find fulfilment in being part of a powerful and dedicated team seeking to not only save lives but transform them. They desire to walk alongside our clients who are struggling and provide them with compassion, resources, knowledge and love.

Team Commitment

Upon joining the AWC team, all staff and volunteers must provide a child abuse clearance, state police clearance and FBI-Fingerprinting and criminal background check. All board members, staff

and volunteers upon joining AWC and every year afterwards commit to the following statements and standards:

- Vision Statement
- Mission Statement
- Statement of Faith
- Our Commitment of Care and Competence
- Operational Assumptions
- Confidentiality
- Conflict of Interest

Vision Statement

To build a community where families are strong and life is cherished.

Mission Statement

We provide an open door and inviting space to all women in need of resources related to pregnancy, parenting and sexual health and empowers families with focused classes, dedicated support, and material assistance to uphold the value of every human life.

Statement of Faith

1. We believe in one God eternally existing in three persons: Father, Son, and Holy Spirit.
2. We believe in God the Father, whose creation reveals His unparalleled power and whose love extends to every person even before each is born.
3. We believe in the deity of Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His atoning death on the cross in our place, in His bodily resurrection, in His ascension to the right hand of the Father, and in His future personal return in power and glory.
4. We believe that human beings are created in God's image, but because of human sin against God, that image was defaced and fellowship with God was broken.
5. We believe that God has demonstrated His love for lost and sinful humanity, in that while we were yet sinners, Christ died for us. We believe that the Holy Spirit convicts us of sin and leads us to experience God's salvation through faith in Jesus Christ as Savior and Lord, who alone reconciles us to God and who is restoring God's image in us.
6. We believe in the ongoing ministry of the Holy Spirit, who empowers us to live godly lives and to express our personal faith in good works.
7. We believe in life after death of both the saved and the lost; the saved to dwell in God's presence forever, and the lost to exist without God.
8. We believe that the Bible is the inspired, infallible, and uniquely authoritative Word of God, and our guide in faith and life.
9. We believe in the Body of Christ, which by the Holy Spirit is bound together in spiritual unity and sent out in gifted diversity to accomplish Christ's mission in the world.

Our Commitment of Care and Competence

- Patients and clients are served without regard to age, race, income, nationality, religious affiliation, disability or other arbitrary circumstances.
- Patients and clients are treated with kindness and compassion, in a caring manner.
- Patients and clients always receive honest and open answers.
- Patient and client information is kept securely and confidentially and only released with the client's signed authorization or as required by law.
- Patients and clients receive accurate information about pregnancy, fetal development, lifestyle issues, and related concerns.
- We do not offer, recommend, or refer for abortions or abortifacients, or contraceptives. We are committed to offering accurate information about related risks and procedures.
- All of our advertising and communications are truthful and honest, and accurately describe the services we offer.
- We provide a safe environment by screening and equipping all staff and volunteers interacting with clients.
- We are governed by a Board of Directors and operate in accordance with our articles of incorporation, by-laws, and stated purpose and mission.
- We comply with applicable legal and regulatory requirements regarding employment, fundraising, financial management, taxation, and public disclosure, including the filing of all applicable government reports in a timely manner.
- All services are provided in accordance with pertinent and applicable laws. Medical services are provided in accordance with medical standards, under the supervision and direction of a licensed physician (or advanced clinical provider as permitted by law).
- All staff and volunteers receive appropriate training to uphold these standards.

Operational Assumptions

- The vast majority of women do not want to have an abortion and do so because they feel insecure and unsupported.
- When women receive accurate information in a controlled, professional environment, they are empowered to make an informed, healthy decision for her and her family.

- Many women feel more secure in a controlled, professional environment.
- When a woman is afforded peace of mind and security, more often than not she will choose to have her baby.
- Every appointment with an abortion-minded patient is a systematic, pre-determined process designed to provide her with the necessary information to empower her to make a life choice.

General Policies

A Woman's Concern, Inc. is interdenominational, independent, non-profit and non-political. Services are rendered without discrimination because of race, creed, age, sex, color, handicap or origin.

A Woman's Concern has an absolute policy of never referring for abortion or abortifacients.

A Woman's Concern does not include contraceptives in their scope of service but rather emphasizes the value of making healthy choices about sexuality. Health issues relevant to various forms of birth control may be addressed with both single and married clients. Clients desiring additional contraceptive information would need to contact their physician.

All our services are available free of charge.

EMPLOYEE APPLICATION

Name _____

Position applying for _____

Salary Expectations _____

Address _____

Phone _____

E-mail _____

Date of Birth _____

Church affiliation (if any): _____

Pro-life group involvement:

Hobbies, talents, interests:

How did you hear of A Woman's Concern?

I think abortion is ...

What I have to offer A Woman's Concern is ...

I want to join the team at A Woman's Concern because ...

Describe a time when you faced an unexpected challenge. Explain how you identified the challenge, the steps you took to address it and the outcome. What would you do differently now if a similar situation arose?

Reference 1: Name _____
Phone _____
Address _____
Address _____
How acquainted? _____
Number of years known? _____

Reference 2: Name _____
Phone _____
Address _____
Address _____
How acquainted? _____
Number of years known? _____

Working at A Woman's Concern requires a strong commitment. I have read and reviewed the Vision and Mission Statements, Statement of Faith, Our Commitment of Care and Competence and Operational Assumptions. In addition, I understand that all information regarding my work at A Woman's Concern is confidential. I am in agreement with and agree to follow these standards to the best of my abilities.

Signature

Date

Position Summary

Job Title	Client Services Manager
Classification	Staff Non-Exempt Member of Client Services Team
Reports to	Operations and Education Director
Oversees	Client Advocates and Educators (Staff and Volunteers)
Status	Part-time 25 hours a week; includes one evening

Primary Function

The Client Services Manager plays a critical role in managing and enhancing the Strong Families program at A Woman's Concern. These services aim to educate, encourage, and support our clients and their families by providing them the most appropriate tools to be healthy and positive parents.

As part of the Client Services Management Team, the Client Services Manager, works collaboratively with the Operations and Education Officer to ensure optimal services in line with our mission.

Duties and Responsibilities

Job Duties

Client Service Responsibilities:

- Manages and reviews current education curriculum for quality control and applicability.
- Supervises team of Client Advocates and Educators (Staff and Volunteers)
- Maintains schedule of Client Advocates and Educator availability.
- Coordinates educational class schedules and works with Office Coordinator to update and manage monthly calendars.
- Participates in referral process.
- Oversees client participants of AWC's Navigation process

Personnel Responsibilities:

- Manages both paid and volunteer client advocates, which includes initial and ongoing training, correct placement, annual evaluations and updates.
- Offers support and encouragement to team members to address challenges of working in such an intense ministry.
- Actively seeks opportunities to grow the number of client service advocate volunteers.
- Keeps broad leadership team informed as to ongoing updates for client services educational programs as well as identifying areas which need updates and improvements.

Administration:

- Provides support to the Office Manager, by way of communicating with clients, scheduling appointments, canceling/rescheduling existing appointments, and ensuring support during crisis phone calls.
- Actively engages, supports and participates in events and other needs of the ministry, staff and office.

Professional Development:

- Committed to seeking and participating in training and educational opportunities to enhance and develop skill sets important for position.

Qualifications

- ✓ Passionately pro-life; expresses full agreement with and acts in concert with A Woman's Concern's Mission Statement.
- ✓ Prior related office experience preferred.
- ✓ Respects confidentiality and privacy per applicable laws and regulations.
- ✓ Demonstrates behaviors that align with A Woman's Concern's values.
- ✓ Complies with the policies and procedures of A Woman's Concern.
- ✓ Excellent oral and written communication skills including active listening and communication skills.
- ✓ Excellent problem solving and organization skills.
- ✓ Flexible and willingness to take on different responsibilities.
- ✓ Dependable, stable and capable of following through on commitments.
- ✓ Excellent team oriented and relationship skills.
- ✓ Strong computer skills, including MS Office, databases and cloud-based applications.
- ✓ Adept with current technology and able to learn new skills.
- ✓ Spanish fluency highly valuable.

Upon hire, ability to secure Child Abuse Clearance, State Police Clearance and FBI Fingerprinting and Criminal Background Check. On a bi-annual basis, participate in training for mandated reporting of child abuse.

Physical Demands

Activities in performance of duties include sitting, standing, walking, climbing stairs, lifting to 5 lbs., kneeling, reaching, pushing, pulling, keystroking on a keyboard or similar device, talking, hearing, and seeing.