CLIENT SERVICES DIRECTOR POSITION

Objectives: The Client Services Director, in collaboration with the Executive Director (ED), will plan, organize, and oversee client services and programs. This includes direct client-care, recruitment and management of client-care volunteers, as well as the development of programs to meet client needs in accordance with the Purpose, Mission and Vision of Heart Choices. The Client Services Director will participate as part of the team in all center related events and activities. Reports to: Executive Director.

This position is for 24-29 hrs per week. This position is based out of the Beloit, KS office.

Requirements:

● Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.

● Exhibit a strong commitment and dedication to the sanctity of all human life and sexual purity.

● Agree with and be willing to uphold the Statement of Faith & Ethics and Commitment of Care of Heart Choices.

Qualifications:

● Experience and aptitude in working on teams and supervising volunteers.

● Able to provide spiritual guidance to volunteers.

● Post-secondary education/training preferred, preferably in a helping field such as counselling or social services.

● A minimum of one year's experience in counselling either as a volunteer or in a paid position.

● Exhibits strong skills in interpersonal communication and problem solving.

● Works well independently requiring minimal supervision.

● Strong computer skills along with a proficiency in the use of computers

● Detail oriented with a commitment to excellence.

● Committed to client confidentiality.

● Must pass a criminal record check.

Essential Functions: HC staff are expected to work co-operatively with others; demonstrate flexibility in organizing work; show a high degree of initiative, discernment, and resourcefulness; have good communication skills; demonstrate thoughtfulness in decision-making and maintain a high level of

confidentiality in all areas of responsibility. Staff must be non-judgmental and receptive in approach, and reflect genuine concern, respect and commitment towards individuals, boards, and organizations. Heart Choices Staff should seek to be a role model in attitude, speech, and actions in their consistent daily walk with Jesus Christ. They should be prepared to explain Heart Choices' mission and practices to all visitors and callers. And they should be prepared to provide resources and assistance, consistent with the Statement of Faith and Mission Statement, to all those who inquire.

Responsibilities: Administration & Development:

● Maintaining all client information and data entry.

● Completing and keeping record of Center statistics, in-center forms and documents as required.

● Evaluation and development of client programs according to criteria developed in conjunction with the ED.

● Assisting the ED in strategic planning, developing objectives and goals, and an action plan pertaining to staff and volunteers.

● Assisting in other projects and tasks as assigned by ED to ensure the smooth running of Center operations and client services

● Oversee and provide client care services and support.

● Maintain and update community and referral resources for client care

● Establish good networks to provide new resources and programs for client care.

● Provide training and support to ensure client support workers are competent in the full range of client services.

● Attend regular training, workshops and conferences pertaining to client care.

● Assist in recruiting and selecting potential volunteers with the goal to provide excellent client care.

- Other duties as deemed necessary

12/2025