

Title: Client Care Coordinator

Department: Birth Line/Lifeline

Location: West Palm Beach and Boynton Beach

Hours Worked: Full-time (37.5 hrs. per



Job Description

Reports to: Program Director

Supervises: None

FLSA Status: Non-Exempt

Essential Duties and Responsibilities:

- Attends to client needs in the West Palm Beach office location (2) days per week and in the Boynton Beach location three (3) days per week.
 - Works closely with the Scheduling Coordinator and other staff to ensure appointments are scheduled appropriately.
 - Schedules client appointments and sends client appointment reminders, as needed.
 - Admits clients into the program using established client database systems.
 - Manages client intakes.
 - Meets with clients, as a client advocate, in one-on-one assessment sessions.
 - Provides information, education, and community referrals based on individual client needs and in line with the standards identified by Birthline/Lifeline.
 - Provides material assistance to clients following Birthline/Lifeline policies and procedures.
 - Completes client follow up contacts in a timely manner.
 - Maintains orderly client records, including using the client database.
 - Assists with general administrative and receptionist support, including greeting clients, preparing intakes, and responding to phone and email inquiries.
 - Works with other staff to complete all office opening and closing tasks.
 - Works seamlessly with other staff in the office to maintain a well-functioning office environment.
 - Maintains data for parenting classes and other similar projects.
 - Maintains supply inventory, as directed by Program Director.
 - Maintains computer data entry, in-kind donations, and other data logs, as assigned.
 - Submits monthly documentation to Program Director (or other designated staff) for facility and supplies and/or client data, as directed.
 - Keeps Program Director (or other designated staff) informed of office issues.
 - Works with other office staff to maintain office first aid kit, equipment, and environment.
 - Travels to and works at other Birthline/Lifeline centers, when requested, to fill staffing needs.
 - Attends agency meetings/staff development programs, as required.
 - Attend training sessions, as determined by needs outlined in annual evaluation.
 - Supports the social teachings of the Catholic Church.
 - Supports program fundraising efforts in planning and attendance.
 - Performs other duties as assigned.
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- Resolves problems with some supervision and implements solutions.
- Consults supervisor when unusual problems arise.

Qualifications:

- Associate degree in related field and/or experience in an office environment and with client interaction
- Bilingual (English and Spanish- Must be able to speak, read, and write fluently.)
- Experience in and/or commitment to pro-life work
- Knowledge of eKyros client database system preferred.
- Strong computer skills and ability to learn new systems.
- Proficient in Microsoft Office programs, Email, and Internet usage
- Excellent communication skills, both verbal and written
- Strong clerical and organizational skills
- Maintain confidentiality of sensitive information.
- Ability to forge mutually respectful partnerships with supervisors, coworkers, and clients with an understanding and sensitivity to cultural differences. This sensitivity includes, but is not limited to, characteristics of specific cultural and ethnic groups, religious, and various socio-economic groups
- Must be collaborative with the ability to multi-task in a fast-paced environment.
- Organized, self-starting, punctual, honest, and courteous.
- Flexible and willing to help as needed.
- Ability to adjust and perform in a versatile work environment.
- Knowledge and support of Catholic Social Teaching
- Florida driver's license and excellent driving record
- Exhibits professional telephone manners, people skills, confidentiality.
- Ability to work effectively with Diocesan employees, pastors, departments heads, representatives of other agencies and the public.
- Ability to multi-task, work independently and make responsible judgment calls.
- Ability to respect confidentiality and consistently exercise discretion and good business judgment.
- Ability to work irregular hours.

Physical Requirements:

- Ability to work closely with others and independently.
 - Willingness to travel throughout the Diocese of Palm Beach to fulfill job requirements.
 - Willingness to respond to emergency situations without notice.
 - Willingness to prioritize and respond to the needs of potential clients.
 - Occasional light lifting and carrying of under 15 pounds.
 - Occasional moderate carrying and lifting of 15 – 44 pounds.
 - Frequent use of both hands and fingers (i.e., typing)
 - Frequent extended periods of sitting.
 - Occasional periods of standing, kneeling, stooping, and climbing.
 - Occasional ability of minimal hearing (i.e., driving) and routine hearing (i.e., listening to others in conversation)
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The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

Reviewed/Approved By:

Executive Director: _____ Supervisor: _____ Human Resources: _____ Associate Director: _____

Hand delivered on _____, by _____ (Supervisor)

to _____ (Employee).

I acknowledge receipt of and understand my job responsibilities as outlined.

in this Job Description.

Signed: _____ (Employee) Date: _____

Signed: _____ (Supervisor) Date: _____

Copies: Supervisor, Employee

Original: Human Resources