



POSITION ANNOUNCEMENT

Align Life Ministries is a gospel-sharing, life-affirming ministry with client locations in Lancaster and Lebanon counties. For more information go to www.alignlifeministries.org.

DIRECTOR OF CLIENT SERVICES

Align Life Ministries is seeking an experienced professional with a passion for the Lord and the people we serve. The director is responsible for all client services related operations, strategy and budgeting, and to maintain ministry culture throughout client services. Excellent supervisory, communication, and administrative skills required.

The qualified candidate will demonstrate a mature and active relationship with Jesus Christ as Savior and Lord, a desire and ability to share the gospel, and a strong pro-life position. In addition, professional qualifications include the following:

- Excellent interpersonal skills, and collaborative and strategic leadership
- Self-motivated, innovative, able to execute duties with minimal supervision
- Minimum 2 years professional leadership experience in ministry or human services
- Minimum 2 years professional experience with direct client care, case management, or client advocacy
- Professional experience in public relations and public speaking, able to represent the ministry at events, which may occur on weekends
- Preferred qualification: bachelor's degree in related field

This position is located at our headquarters in Lebanon PA and requires frequent travel to all of our client locations. This is a full-time position with paid vacation, sick time, holidays, and medical insurance. Relocation expenses will not be reimbursed. Compensation is in line with a local non-profit organization of similar size.

If interested, send a resume and cover letter as soon as possible to: Align Life Ministries, P.O. Box 707, Lebanon, PA 17042-0707, Attn: Mary Anna Wingenroth or mwingenroth@alignlifeministries.org.

Posted December 21, 2021



Job Description
Align Life Ministries
DIRECTOR OF CLIENT SERVICES

Objectives of the Position: The Director of Client Services is responsible for all client services related operations, strategy and budgeting; and to maintain ministry culture throughout client services.

Reports to: Executive Vice President

Works collaboratively with: Leadership Team

Supervises: Client Services team, directly supervises Client Services Directors and Assistant

Qualifications:

1. Be a committed Christian who demonstrates an active personal relationship with Jesus Christ as Savior and Lord.
2. Exhibits a strong commitment and dedication to sharing the Gospel with others, the pro-life position, and stewarding sexuality with integrity.
3. Ability to initiate, lead, participate in, and thrive within the ministry's culture of alignment with God, relational community, and discerning prayer.
4. Exhibits excellent interpersonal skills and collaborative leadership skills; high level of personal integrity; innovative problem-solving skills.
5. Be self-motivated, detail-oriented, and able to execute duties with little supervision.
6. Experience in public relations and public speaking; able to represent the ministry at public events, some of which will be on weekends.
7. Minimum two (2) years professional leadership experience in a ministry or human services organization.
8. Minimum two (2) years professional experience with direct client service, case management, or advocacy.
9. Able to lift and carry a twenty-five (25) pound load.
10. Valid driver's license, insurance, dependable personal vehicle.
11. Preferred: Bachelor's degree in related field.

Clearances: The Director of Client Services must provide successful completion of a Pennsylvania Criminal Background Check, an FBI finger-print based criminal background check, and a Pennsylvania Child Abuse History Clearance prior to employment.

Responsibilities:

1. Provide the vision and direction relevant to all aspects of client services in conjunction with appropriate client services staff:
 - a. Assess and evaluate the effectiveness of each aspect of client services on a regular basis. Involve client services staff to improve the quality and effectiveness of client services.
 - 1) Oversee the maintenance, evaluation, and updating of referral resources and client resources (i.e. DVDs, brochures, etc.) in conjunction with appropriate client services staff.
 - b. Keep the Executive Vice President (EVP) apprised of client services operations.
 - 1) Seek input regarding challenges that could impact the ministry internally or publicly.
 - 2) Seek approval for decisions that are beyond standard service procedures.
 - c. Ensure all client services related policies and procedures are comprehensive and up to date.
 - d. Ensure that approved policies and procedures are followed with professionalism, consistency, and uniformity at all levels of service to clients, and at each location. Recommend additions and revisions of policies and procedures to Executive Vice President.
 - 1) Conduct periodic site audits to evaluate compliance with policies and procedures.
 - e. Stay abreast of the recommendations of national pro-life affiliate organizations. Incorporate appropriate recommendations into ministry client services. Alert Executive Vice President to potential legal concerns.
 - f. Oversee ongoing record-keeping and annual compilation of client statistics. Analyze trends and take appropriate action.
 - g. Oversee implementation and maintenance of new client services related programs.
 - h. Ensure an appropriate aesthetic environment for client locations.
2. Staff Supervision
 - a. Provide direct managerial support, direction, and supervision to Client Services (CS) Directors, and Client Services Assistant. Ensure that team spirit, good communication, motivation, procedural follow-through and ministry effectiveness are achieved. Be available to address all client services staff concerns.
 - b. Plan and lead monthly CS staff meetings and meet at least monthly with individual CS Director staff.
 - c. Evaluate staff under one's direct supervision on a regular basis. Ensure that evaluations are performed at all levels, including volunteers.
 - d. Participate in recruiting, screening, and selecting CS staff.

- e. Train and/or oversee the training of CS staff.
- f. Create and revise relevant job descriptions when necessary.
- g. Collaborate with staff in selecting conferences and seminars that will develop and improve staff effectiveness.
- h. Approve all mileage, sick time, vacation, and expense requests for direct reports.

3. Volunteer Recruitment and Training

- a. Assess effectiveness of current client services volunteer recruitment plan; refine as needed.
- b. Evaluate and update volunteer educational materials.
- c. Evaluate the need, timing, format, and content for volunteer trainings and in-services.
- d. Oversee the annual organization of the volunteer appreciation week and Christmas gifts to volunteer staff.
- e. Plan and lead bi-annual volunteer advocate training and annual professional development classes.

4. Public Relations

- a. Develop and maintain positive working relationships with community groups, organizations, and pro-life ministries, as necessary. Look for opportunities for partnering with like-minded organizations and ministries. Ensure that client services actively participate in worthwhile community meetings and network with relevant organizations. Attend such meetings as appropriate.
- b. Provide client services related content as requested.
- c. Help secure clients and volunteers (through client services staff) to provide testimonies for ministry events and promotional materials.
- d. Be prepared for media interviews concerning client services, as requested by President or Executive Vice President. Stay abreast of current pro-life issues.
- e. Participate in public relations and fundraising events as requested by the Executive Vice President.
- f. Collaborate with appropriate VP regarding client-focused communications (i.e.: SEO, ad campaigns, website, and print-based marketing material, etc.)

5. Budget Planning and Implementation

- a. Create expense projections for operating budget as related to areas of responsibility in relation to ministry action plan and track progress toward agreed upon financial goals.
- b. Review and sign off on all ministry related payments to vendors in areas of responsibility.
- c. Coordinate coding of client services expenses.

6. Facilities Oversight

- a. Coordinate with the appropriate VP regarding repair and replacement of facility equipment/furnishings.

b. Ensure director compliance to facility maintenance protocol.

7. Other

a. Participate in board meetings as requested.

b. Lead client services aspects of planting new sites.

c. Attend conferences and seminars to increase personal effectiveness. Be available to conduct workshops, publish articles, materials, etc.

d. Uphold the Statements on Ministry Purpose; Vision; Mission; Faith; Sacredness of Human Life; Biblical Authority; Marriage, Gender and Sexuality; The Gospel of the Kingdom of God document and Core Values; and uphold the policies and procedures of the ministry.

e. Maintain healthy staff relationships, participate in staff meetings and gatherings, and participate in fundraising and other ministry events per Employee Manual.

f. Various projects as assigned by Executive Vice President.