

**Position: Client Services Program Support Coordinator**  
**Supervised by: Director of Client Services**  
**FTE: Full Time (40 hours weekly) Extended Maternity Leave**

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**Who we are:**

The Calgary Pregnancy Care Centre is a non-profit agency offering assistance for anyone facing an unplanned pregnancy or experiencing post-abortion stress. We have been caring for women, youth and families since 1985. We are committed to providing high quality support and programs powered by a passionate and dedicated team. For information about our organization please refer to our web site at [www.pregcare.com](http://www.pregcare.com)

**Position summary:**

This position requires a dependable and responsible individual to support the Client Services team. He/she will be active in volunteer development and the effective delivery of Client Services. The Program Support Coordinator will work closely with the Client Services Coordinator to perform volunteer training and management tasks. The individual will work closely with the Director of Client Services to perform communication, administrative and organizational tasks. The individual may also be asked to perform duties in support of the Executive Director.

**Primary responsibilities:**

**1. Administrative**

- Schedule external counsellor appointments with clients
- Manage and schedule helpline
- Administrative tasks as assigned by Director of Client Services

**2. Client Services**

- Assist with coaching and training of volunteers
- Supervising volunteers in administrative tasks and projects
- Supervise clients in the clothing room
- Schedule all classes
- Provide peer-counselling services to clients including intakes (initial interview), options counselling, and follow-up counselling.
- Assist in class set-up

**3. Support**

- Reception: greet clients and answer telephones
- General miscellaneous tasks as required

**Qualifications:**

Ideally, the successful applicant will possess a minimum of two years related experience. A university degree in Social Work, Counselling, Social Sciences, or a related field will be considered an asset.

The successful applicant must be able to demonstrate the following competencies:

- Respect and uphold the Statement of Principle, and Policies of the Centre.
- Excellent writing and verbal communication skills. Public speaking experience is an asset
- Efficiency and thoroughness (optimizing time and resources to ensure high quality work).
- Relationship building (positive interactions with others).
- Self-motivated (self-starter, takes initiative).
- Proficient with Microsoft Office Suite (MS Word, MS Excel, MS PowerPoint, MS Publisher).

**Working conditions and hours:**

1. The position will function primarily out of the Calgary office. From time to time travel may be required to satellite centres or to locations throughout the city for promotional activities or service delivery.
2. The hours of operation are currently 9 am through 5pm daily or noon through 8 pm on Tuesdays and Thursdays. Staff will also be required to attend promotional or service delivery opportunities that may include evenings or weekends.

**Note:**

- Successful applicants must provide proof of qualifications.
- An enhanced security clearance must be completed as a condition of employment

**What we have to offer:**

- Free Downtown Parking
- Extended Health Benefits
- Fun, dynamic team culture
- An opportunity to continually grown and learn
- Ability to make a difference in the lives of others

**How to apply:**

Forward resume and cover letter with *Client Services Coordinator* in the subject of the email to [info@pregcare.com](mailto:info@pregcare.com). Position open until suitable candidate is found.

We thank all applicants for their interest. Only those selected for interviews will be contacted.