



Strathmore Pregnancy Care Centre

Position 107: Client Services Coordinator – Strathmore Centre

Supervised by: Strathmore Centre Manager
25 hours per week, .6FTE

Who We Are:

The Strathmore Pregnancy Care Centre (“Strathmore Centre”) is a satellite location of the Calgary Pregnancy Care Centre, a non-profit agency 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 website at www.pregcare.com.

Position Summary:

This position provides support to the Strathmore Centre Manager and direct service to clients. The Program Support staff member will work closely with the Strathmore Centre Manager to manage and train volunteers, manage day-to-day operations, and support clients.

Primary Responsibilities:

Administrative

- Volunteer scheduling.
- Volunteer communication: in-service training opportunities, relationship development.
- Manage volunteer candidate interviews and onboarding processes.
- Assess volunteer performance and conduct ongoing training.
- Support day-to-day operations of the Strathmore Centre.
- Compile monthly statistical reports.

Client Services

- Work closely with the Strathmore Centre Manager and Director of Client Services (Calgary).
- Maintain a caseload of clients; support work includes agency referrals, peer counselling, and other support services as appropriate.
- Assign and manage volunteer tasks and caseload.
- Assist volunteers in peer counselling as needed and debrief after each session.
- Maintain and develop educational materials and resources for client use.

Community Development

- Represent the Vision and Mission of the Centre with donors and external stakeholders.
- Network at inter-agency meetings to build professional relationships and raise awareness of the Centre’s services.
- Engage in community events.



Strathmore Pregnancy Care Centre

Qualifications:

- Self-motivated, dependable, and responsible.
- Bachelor's degree in social work or related field preferred.
- Experience with volunteer management preferred.

Working Conditions and Hours:

- The position will function primarily out of the Strathmore Centre office. From time-to-time, travel may be required to the downtown Calgary location, satellite Centres or to locations throughout the city for promotional activities or service delivery.
- The hours of operation are currently 9am through 5pm daily Monday through Thursday. 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.
- Only education obtained from an accredited institution will be recognized as meeting the minimum qualifications.
- An enhanced security clearance (police check and vulnerable sector search) must be completed as a condition of employment.

What We Have to Offer:

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

How to Apply:

Forward resume and cover letter with ***Client Services Coordinator – Strathmore Centre*** in the subject line of the email to info@pregcare.com.

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