



# Strathmore Pregnancy Care Centre

## **Position 107: Client Services Coordinator – Strathmore Centre**

**Supervised by: Strathmore Centre Manager**

**.6 FTE: 24 hours per week**

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### **Who We Are:**

The Strathmore Pregnancy Care Centre is a satellite location of the Calgary Pregnancy Care Centre, 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 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) for all aspects of Client Services.
- Peer-counsel directly with clients.
- Assist volunteers in peer-counselling as needed.
- Allocate volunteers to client peer counselling sessions and debrief volunteers after each session.
- Arrange for client referrals with outside agencies.
- Maintain educational materials and resources for client use.
- Work closely with the Director of Client Services, Calgary, when Strathmore Centre Manager is absent.

#### **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.



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## **Qualifications:**

- The successful applicant will possess a minimum of two years related experience. A degree or diploma in Social Work, Counselling, Social Sciences, or a related field will be considered an asset.
- Experience with volunteer management would also be helpful.
- Agree with and be willing to uphold the Statement of Principle, Statement of Faith, and Policies of the Centre.

## **Working Conditions and Hours:**

- The position will function primarily out of the Strathmore 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 9 am 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 of the email to [info@pregcare.com](mailto:info@pregcare.com).

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