



Position: Client Services Program Support Coordinator

Supervised by: Director of Client Services

.8 FTE: 30 hours per week

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 Volunteer 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.
- Administrative tasks as assigned by the Director of Client Services.
- Communication with supporting agencies and resources.

2. Client Services

- Assist with coaching and training of volunteers.
- Manage and maintain client caseload.
- Supervising volunteers in administrative tasks and projects.
- Provide peer-counselling services to clients including intakes, options counselling, and follow-up counselling.
- Assist in class set-up.
- Assist with organizing and packing client's material goods requests.

3. Support

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

Qualifications:

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:

The position will function primarily within 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.

This is a part-time position requiring 30 hours per week. The Centre's hours of operation are currently 9 am through 5 pm, Monday to Friday. Staff will be required to work occasional evenings for special events or volunteer group supervision. 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 police security clearance 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 Program Support Coordinator*** 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.