



Job Description: Client Care Coordinator – Life Skills

BsideU for Life is Hiring a Full-Time Client Care Coordinator

BsideU for Life is a 501(c)(3) nonprofit Christian ministry located in Louisville, Kentucky. Founded in 1988, BsideU serves women and families affected by unplanned pregnancy in the Metro Louisville area and surrounding counties. We provide our services through two pregnancy medical clinics, providing pregnancy testing, early gestational ultrasounds, and STI testing and treatment, and we partner with Image Clear Ultrasound to provide those services in a mobile clinic in suburban Metro Louisville two days per week. We also provide clients with day-time life skills and discipleship training in our life skills ministry, allowing them to pursue personal improvement classes, with onsite childcare and light lunches while onsite. BsideU has recently been certified by BCWI as a Best Christian Workplace, 2021.

Our Vision: is to create a community that values life. Always.

Our Mission: to provide support and hope through the Gospel of Jesus Christ to those affected by unplanned pregnancies, walking beside them for life.

Our Core Values:

We are Gospel-Centered.
We believe in the Sanctity of Life.
We are Prayerful.
We walk in Integrity.
We are Intentional.
We are Relational.
We are committed to Discipleship.



BsideU for Life is hiring a full time Client Care Coordinator. If you are interested, please send a cover letter and resume with the job application which can be found at www.bsideu.org/jobs .

The job description is attached to this cover page.



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Job Title: Client Care Coordinator [previously “Case Manager”]

Reports To: Program Director-Life Skills

Qualifications:

1. Bachelor’s degree in Social Work or related field, and at least one year of similar case management experience with low-income and at-risk and single-parent families.
2. Expresses full agreement with ministry’s statement of Faith and Mission Statement.
3. Complies with the policies and procedures of the ministry.
4. Is self-starter, dependable, stable, and capable of following through on commitments.
5. Is compassionate towards and has a sincere desire to reach out to women seeking the services provided at BsideU for Life.
6. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion.
7. Knowledge of community resources and counseling/social work practices with high risk populations.
8. Experience working with persons in crisis.
9. Good documentation skills and excellent written and verbal communication skills, and an ability to establish rapport with clients, co-workers, and volunteers.
10. Ability to motivate others toward achieving goals.
11. Ability to work independently with a strong sense of focus; task-oriented, nonjudgmental, with a clear sense of boundaries.
12. A strong sense of and respect for confidentiality involving both clients and fellow employees.
13. Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate. Transitions well between secular and Christian communities.

Responsibilities:

1. Case management services: provide new and/or existing client assessments, short and long-term case-plan development and management, progress monitoring, and connection to advocacy and community referrals.
2. Emergency triage: provide crisis intervention for pregnancy center clients as well students participating in life skills programming.
3. Resource Facilitation: act as the point of contact for resource allocation and/or placement with partner organizations and/or government agencies such as emergency housing, recovery centers, food stamp acquisition, and other forms of advocacy.
4. Assists Program Director with identifying, vetting, and scheduling community partners to offer pertinent course work and/or informational sessions as part of our Life Skills programming.
5. Documentation: Ensure accurate and complete data from client care activity is input into our agency database.
6. Certify that all documents submitted on behalf of a client are valid and submitted in a timely manner.



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7. Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships as requested.

The intent of this job description is to provide a representative summary of the major duties and responsibilities of this job. You may be asked to perform job-related tasks other than those specifically presented in this job description.

Signature

___/___/___
Date