



Hope Pregnancy Centers (HPC) are a faith-based, non-profit, life-affirming ministry of Oklahoma Baptist Homes for Children (OBHC) offering pregnancy tests, pregnancy option education, ultrasounds, Empowered Parenting & Fatherhood programs and post abortion ministry. All services are free and confidential.

**OBHC Mission Statement:** The mission of Oklahoma Baptist Homes for Children is to demonstrate God’s love by providing hope through empowering children and their families to follow Christ.

**HPC Mission Statement:** To help young men and women have hope and choose life in the midst of an unplanned pregnancy.

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## Client Care Coordinator

**Job Description Summary:** The Client Care Coordinator will be responsible for the performance of his or her duties and will be appraised by implementation, consistency, quality and performance of his or her assigned duties toward empowering children and their families to follow Christ.

This non-exempt position is full-time. The employee is expected to work full time hours as assigned and will receive a salary based on those hours. Oklahoma Baptist Homes for Children offers a competitive salary and, for full-time personnel, a compensation package which includes health insurance, life insurance, retirement and much more.

In accordance with Oklahoma Medical Marijuana and Patient Protection Act, this job is designated as safety-sensitive because of its requirement of *‘direct patient care or direct child-care’* and is therefore exempt from the anti-discrimination prohibitions of the Oklahoma Medical Marijuana Act.

**Location:** 1624 SW 82<sup>nd</sup> Street, Oklahoma City, OK

**Reports to:** The client care coordinator reports to and is under the supervision of the HPC Director.

**Requirements:** *“For an overseer, as God’s steward, must be above reproach.” Titus 1:7a, ESV*

1. Profess that Jesus Christ is Lord and that Jesus is only one true God, acknowledging that there is no salvation from sins apart from Jesus’ death, burial and resurrection (Jn. 14:6).
2. Believe the Bible is the inspired and inerrant Word of God (2 Tim. 3:16).

3. Mature, Christian person that is actively involved in a Southern Baptist Church or a similar evangelical church (Heb. 10:25).
4. Believe and follow the 2000 Baptist Faith and Message as summarized in the OBHC Statement of Belief.
5. A firm commitment to the sanctity of human life (Ps. 139:13, 14) and biblical sexual purity in all circumstances (1 Cor. 7).
6. Concern for God's kingdom (Mt. 6:33), love for those served (Mt. 22:37-39) and a calling to OBHC (Ps. 90:16, 17).

**Educational Requirements:** *“Do you see a man skilled in his work? He will stand in the presence of kings. He will not stand in the presence of unknown men.” Proverbs 22:29, HCSB*

1. High school diploma, or equivalent.
2. Organizational and administrative skills and experience.
3. Proficient in Microsoft Office.
4. Data entry experience preferred.
5. Receptionist skills.
6. Flexible multitasker.

We are a religious employer and we reserve the right to hire based upon religious preference pursuant to Section 702 of Title VII Civil Rights Act 1964.

**Job Responsibilities:** *“Whatever you do, do it enthusiastically, as something done for the Lord and not for men” Colossians 3:23, HCSB*

1. **Support the Operations of the Center in a Christ-like, Hospitable Manner.** *“Share with the saints in their needs; pursue hospitality.” Romans 12:13, HCSB*
  - A. Communicate effectively with staff, clients (especially college age), leadership and volunteers.
  - B. Enjoy interacting, face-to-face, and via phone/text with potential clients and guests.
  - C. Communicate compassion, while using discernment, when meeting needs.
  - D. Responsible to share information without taking responsibility to solve each client's problem.
  - E. Open and close center as needed.
  - F. Greet and assist clients and visitors.
  - G. Check clients in/out of center.
  - H. Answer the telephone.
  - I. Manage client scheduling (walk-ins, calls, texts, and website appointments).
  - J. Maintain online appointment scheduler.
  - K. Maintain current community referral guide.
  - L. Make appropriate referrals for services not offered at Hope.
  - M. Confirm appointments.
  - N. Follow-up with clients, including monthly birth calls and documentation of follow-up in client files and database.

- O. Maintain monthly Client Newsletter.
  - P. Assist with client data entry when needed.
  - Q. Assist with stocking center supplies.
  - R. Perform other duties as assigned by HPC Director.
- 2. Responsible for Reporting to the HPC Director with Christ-Like Submission.**  
*“Everyone must submit to the governing authorities, for there is no authority except from God, and those that exist with instituted by God.” Romans 13:1, HCSB*
- 3. Demonstrates Christ-like Interpersonal Skills**  
*“Just one thing: Live your life in a manner worthy of the gospel of Christ. Then, whether I come and see you or am absent, I will hear about you that you are standing firm in one spirit, with one mind, working side by side for the faith that comes from the gospel”  
 Philippians 1:27, HCSB*
- A. Models Christ-like behavior in word and deed in relationships with staff, donors, trustees, volunteers, men, women, children and families (1 Tim. 4:12).
  - B. Responsible for exercising Christ-like confrontational skills (as they arise) while engaging in interpersonal relationships, beginning with one-on-one confrontation utilizing the D.I.S.C. profile as a guide for this confrontation (Mt. 18:15-17).
  - C. Recognize and respond humbly to the differences in learning and communication styles, as well as cultural and philosophical perspectives of residents, families and staff while utilizing D.I.S.C. to better understand who they are and how to communicate to them (Gal. 3:28).
  - D. Demonstrate biblical conflict resolution skills with residents, staff and family members, beginning with confession of personal responsibility in the conflict being addressed (1 Jn. 1:9).
  - E. Actively pursues opportunities for fellowship, friendship and community-building with other staff members, remembering that each staff person is a brother or sister in Christ (Heb. 10:24).
  - F. Recognize the emotional needs, family dynamics and other personal difficulties of the other staff members and respond with love and prayer (Jn. 15:12-14).
- 4. Honor God’s Provision by Keeping OBHC Property and Vehicles Clean and Well Maintained** *“Honor the LORD with your possessions” Proverbs 3:9a, HCSB*
- A. Follow HPC procedures in regard to maintenance, cleanliness and general upkeep of assigned vehicles, treating each item as a gift from the Lord (Jas. 1:17).
  - B. Display biblical characteristics of truthfulness and integrity by reporting all damage and accidents to HPC vehicles as per HPC procedures to the administration (Prov. 28:18).
  - C. Demonstrate and teach stewardship and ownership on HPC by keeping allotted office space, office equipment, grounds, facilities, buildings and other resources/areas clean and picked up (Gal. 6:4, 5).

- D. Be proficient and use integrity in use of computer and other office equipment (1 Cor. 15:58).

## 5. Additional Responsibilities

*“And whatever you do, in word or in deed, do everything in the name of the Lord Jesus, giving thanks to God the Father through Him.” Colossians 3:17, HCSB*

- A. Maintains appropriate attire as dictated by: biblical commitment to modesty (1 Tim. 2:9, 10), specific circumstances, activities and office procedures.
- B. Out of respect for the Lord and OBHC, maintain punctuality to office hours as scheduled by assigned supervisor (Phil. 2:3).
- C. Time off for personal needs or requests of any type of leave must be arranged in advance with the immediate supervisor, demonstrating Christ-like respect for authority (1 Pet. 2:17).
- D. Be available to represent OBHC in public meetings as per administrative request or by permission (1 Cor. 14:40).
- E. Seeks proper administrative approval on all VISA and charge accounts when purchasing items needed on the campus/in the office (Rom. 12:10).
- F. Make prayerful and wise financial decisions on purchases approved by administration. For example, purchase items on sale, in proper quantity and only necessary items (Prov. 21:20).
- G. Upon receiving OBHC employee VISA statement, compile all receipts, documentation and information to submit within time designated by supervisor.
- H. Be able to meet all the qualifications and expectations as outlined in *OBHC Policies* section (VI., L, M, pages 10-12) unless otherwise specified by the qualifications listed in this job description (Prov. 18:9).
- I. Complete appropriate tasks as assigned by supervisor (Phil. 4:13).

**Overtime:** In the event that the employee qualifies for overtime, he or she must have those hours approved by his or her supervisor before working those hours. Those hours will be submitted after the supervisor’s approval.