

Helping children. Providing homes. Supporting families. **Bringing Hope.**

Oklahoma Baptist Homes for Children (OBHC) is a not-for-profit Christian children's home serving over 200 at-risk youth and families at our four campus locations. Additionally, eight Hope Pregnancy Centers (HPC) offer caring, non-judgmental support to those who find themselves in an unplanned pregnancy.

Mission Statement

OBHC exists to show and share the love of Christ to children and their families.

Statement of Faith

Oklahoma Baptist Homes for Children declares the Bible as the foundation for its faith and practice, and affirms as its confession of faith, the Baptist Faith and Message, as revised and adopted in 2000 by the Southern Baptist Convention.

HPC Purpose Statement

To help young men and women have hope and choose life in the midst of an unplanned pregnancy.

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: Hope Pregnancy Center, **Shawnee**, Oklahoma

Reports To: The Hope Pregnancy Center Director

SPIRITUAL QUALIFICATIONS

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.
2. Believe the Bible is the inspired and inerrant Word of God.
3. Mature, Christian person that is actively involved in a Southern Baptist Church or a similar evangelical church.
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 and biblical sexual purity in all circumstance.
6. Concern for God's kingdom, love for those served and a calling to OBHC.

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.

QUALIFICATIONS

1. High school diploma, or equivalent.
2. Organizational and administrative skills and experience.
3. Proficient in Microsoft 365 (Specifically Teams, Outlook and SharePoint).
4. Data entry experience preferred.
5. Receptionist skills.
6. Flexible multi-tasker.
7. Bilingual (Spanish) helpful but not required.

KEY RESPONSIBILITIES

1. Support the Operations of the Hope Pregnancy Center

- a. Open and close center as needed.
- b. Manage client scheduling (walk-ins, calls, texts, and website appointments).
- c. Maintain online appointment scheduler.
- d. Maintain current community referral guide.
- e. Maintain monthly Client Newsletter.
- f. Assist with client data entry when needed.
- g. Assist with stocking center supplies.

2. Interact Effectively with Clients, Guests, Volunteers and Staff

- a. Interact with potential clients and guests face-to-face and via phone/text.
- b. Greet and assist clients and visitors.
- c. Check clients in/out of center.
- d. Answer the center's main telephone.
- e. Communicate compassion, while using discernment, when meeting needs.
- f. Make appropriate referrals for services not offered at Hope.
- g. Confirm appointments.
- h. Follow-up with clients, including monthly birth calls and documentation of follow-up in client files and database.
- i. Share information without taking responsibility to solve each client's problem
- j. Communicate effectively with staff, clients (especially college age), leadership and volunteers.

FACILITIES AND PROPERTY MAINTENANCE RESPONSIBILITIES

1. Help ensure buildings and facilities are clean, safe, and well-maintained.
2. Follow OBHC procedures for vehicle use, building care, and maintenance reporting.
3. Report all damage and accidents to the administration.
4. Keep allotted office space, office equipment, and other resources clean and well maintained.
5. Use computers and office equipment proficiently and with integrity.

PROFESSIONAL CONDUCT AND RESPONSIBILITIES

1. Will attend all staff meetings and trainings.
2. Model Christ-like behavior in all interactions with staff, families, donors, volunteers, and residents.
3. Practice biblical conflict resolution and Christ-like confrontation with humility and respect.
4. Foster fellowship, emotional support, and a team-oriented spirit among staff.
5. Represent OBHC professionally at public events when requested.
6. Maintain modest dress, punctuality, and adherence to assigned hours.
7. Request time off in advance and follow organizational procedures.
8. Use OBHC resources, including credit cards and office equipment, responsibly and with proper documentation.
9. Meet all OBHC policy qualifications and complete additional tasks as assigned by the supervisor.