



Program Support Specialist

Department: Client Services

FLSA Status: Non-Exempt

Grade/Level:

Work Schedule:

20 hours/week: Tuesdays 9:30am-4pm, Wednesdays 9:30am-4pm, Thursdays 1-8pm, with the addition of Saturdays (time) beginning (date). Some flexibility is required dependent on scheduling of group classes and events. At least 1 month of notice will be given regarding special dates and events.

Job Status: Part Time

Reports To: Client Services Director

Amount of Travel Required: None

Positions Supervised: None

POSITION SUMMARY

The Program Support Specialist is responsible for assisting the Client Services Director in maintaining and growing AWPC's parenting programs. Major duties include planning, promoting, and facilitating client groups; mentoring clients; and assisting with volunteer training.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

To be in prayer before each shift to allow the Holy Spirit to work through you. "Not by might, nor by

power, but by My Spirit says the Lord Almighty.” (Zech 4:6)

Client Group Classes, Groups, and Events (about 15 hour/week)

- 1.) Schedule and facilitate client classes, groups, and events such as: Mom Chat, Bible Study, family field trips, pregnancy and parenthood classes, after-abortion healing, holiday events, etc.
- 2.) Assist the Client Services Director in recruiting and coordinating volunteers for each program.
- 3.) Be present at these programs and ensure they run smoothly.
- 4.) Fill in as a presenter as needed.
- 5.) Promote the programs to volunteers and clients.
- 6.) Document client attendance, rewards, and necessary notes.

Daily Client Services (about 4 hour/week)

- 1.) Assist Client Services Director in coordinating the scheduling of volunteers based on client needs.
- 2.) Assist with and meet with clients as needed.
- 3.) Answer phones and schedule client appointments as needed.
- 4.) Keep community resource manual up-to-date and refer clients as needed.
- 5.) Assist with auditing client files.
- 6.) Assist with reviewing the Earn While You Learn curriculum and keeping inventory of educational materials.

Volunteer Training and Appreciation (about 1 hour/week)

- 1.) Assist with training new volunteers: General training, Earn While You Learn Curriculum, Receptionist Training, Boutique Training.
- 2.) Assist with ongoing volunteer training.
- 3.) Assist with planning the annual volunteer appreciation event and recognition throughout the year.

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Judgment - The ability to formulate a sound decision using the available information.
- Loyal - The trait of feeling a duty to the employer.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Tolerance - Ability to work successfully with a variety of people without making judgments.

SKILLS & ABILITIES

Education: Minimum of an associate degree in a human services field, or equivalent experience.

Experience: Preferred: 2 years of work or volunteer experience in a human services field or non-profit.
 Preferred: 1 year of work or volunteer experience within a pregnancy center or other pro-life organization.
 Preferred: 1 year of experience coordinating events or groups.
 Preferred: 1 year of experience working within an office environment.

Computer Skills: Have proficiency in general computer operations including MS Operating System, MS Word, and Google Chrome.

Certifications & Licenses: Valid Driver's License in State of Michigan.

Other Requirements:

- A strong commitment to Jesus as Lord and Savior.
- Faithful attendance in a church and consistent study of the Bible.
- Full agreement with AWPC Statement of Faith and Pro-Life Principles.
- Dependability and stability; ability to follow through on commitments.
- Ability to speak with women/men from all walks of life in a nondiscriminatory and nonjudgmental manner.
- Ability to be flexible but also prioritize work in a fast-paced environment.
- Ability to keep a consistent warm presence over the phone, on video calls, and in-person.
- Have proficiency in general computer operations including MS Operating System, MS Word, use of MS Outlook and Excel, and Google Chrome.
- Have an ability and willingness to learn and use the following computer programs: Klara, eKYROS, and Canva.
- Exhibit excellent organizational skills.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Physical Demands		Lift/Carry	
Stand	F	10 lbs or less	C
Walk	F	11-20 lbs	C
Sit	F	21-50 lbs	F
Manually Manipulate	F	51-100 lbs	O
Reach Outward	F	Over 100 lbs	N
Reach Above Shoulder	O		

Climb	O	Push/Pull	
Crawl	O	12 lbs or less	C
Squat or Kneel	O	13-25 lbs	C
Bend	F	26-40 lbs	F
Grasp	F	41-100 lbs	N
Speak	C		

Other Physical Requirements

- Vision
- Sense of Sound - general
- Sense of Smell
- Sense of Touch

WORK ENVIRONMENT

Medical Office setting

Approval
Signature: _____ Date: _____

Approval: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.