

Part Time Client Consultant (Bilingual – Spanish Speaking) Position Available

Carolyn's Place Pregnancy Care Center, a Pro-Life organization in Waterbury, has a part time Client Consultant (Bilingual – Spanish Speaking) position available. This entails advisor/options counseling for those in unplanned pregnancies, and client support & follow up. Fluency in Spanish required. Experienced social work or medical background preferred. Please send cover letter and resume to John Lynch, Executive Director, to John.Lynch@Carolynsplace.org or deliver to John, in person, at the center.



Job Posting

Date: March 2023

Position: Client Consultant

Reports To: Executive Director

Category: Hourly, Non-Exempt

About Carolyn's Place, Inc.

Founded in 1992, Carolyn's Place serves as the life-affirming pregnancy care center of the Greater Waterbury Area. The organization serves clients through free pregnancy testing, options counseling, pregnancy mentoring, parenting & childbirth classes, and personal needs support. Additionally, Carolyn's Place offers community education resources. The works of Carolyn's Place supports Catholic teaching while serving individuals of all faith backgrounds. Support of this ministry is provided through a network of private support channels.

Description: The Client Consultant for Carolyn's Place Pregnancy Care Center will be responsible for client care and performing duties such as managing client files, conducting options counseling and client advising sessions, volunteer collaboration, and other duties as directed by the Executive Director.

Requirements: Must exhibit a strong commitment to the pro-life position, be willing to uphold Catholic teaching in theory and action. Practicing Roman Catholic preferred. Fluency in English and Spanish required.

Qualifications: The ideal candidate will be a strong servant-leader, a self-starter, highly organized, with excellent verbal and writing skills. Must be able to manage details well, maintain a positive attitude, work within a teamwork environment, and provide compassion and care to all clients. Must be competent in Word and Excel; training will be provided on Client database, eKYROS/ Next Level. Previous counseling or medical experience with client centered non-profit ministry is preferred. Bachelor's degree preferred in social work, counseling, ministry, or related field, preferred.

Responsibilities

- Complete initial and continuing training.
- Respond to client inquires to facilitate in-person meeting regarding options counseling, material needs support, pregnancy testing, and/or pregnancy/childbirth education.
- Be present on the mobile ultrasound van, as needed. Work collaboratively with RDMS in providing support to the clients.
- Responsible for protection of client privacy in accordance with policies and procedures.
- Provide community resources to clients as appropriate, such as social service referrals.
- Provide material resources to clients as requested (and availability allows).
- Complete all paper and digital charting as per CP procedures and protocols.
- Answer telephones make follow up phone calls, texts, and emails to provide competent client care.
- Train additional staff/volunteers in client advocacy or center procedures as requested.
- Attend and participate in staff meetings, trainings, and in-services.
- Document complete, accurate, and timely input of client data in eKYROS/ Next Level.
- Follow the policies, procedures, and protocols of CP.
- Complete training for the process of enrolling clients for Medicaid, WIC and other social service benefits. Assist Clients in applying.
- Accept community donations with gratitude and assist Executive Director in care of the personal needs inventories maintaining awareness of inventory, stock, and knowledge of client demand.
- Occasional (minimal and compensated) off-peak check-ins with clients required.
- Assist in other duties requested by Executive Director.
- Position 10hrs/week consisting of two 5-hour shifts or other arrangements made by the Executive Director.