



## Job Posting

**Date:** May 2024

**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 material 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 all aspects of client care: performing duties such as conducting options counseling and client advising sessions, volunteer collaboration, and other duties as directed by the Executive Director, including on-call rotations.

**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.

**Qualifications:** The ideal candidate will be a strong servant-leader, a self-starter, highly organized, with excellent verbal and writing skills. Must be detail oriented, display professionalism and maintain client confidentiality at all times. The candidate must also maintain a positive attitude, work within a team environment, and provide compassion and care to all clients.

Competency in Word and Excel is required; training will be provided in Next Level Client Management System. Previous counseling, social work, human services or medical experience with client centered non-profit ministry is preferred. Bachelor's degree preferred in social work, counseling, ministry, or related field.

## **Responsibilities**

- Complete all stages of initial training (online and in person)
- Respond to client inquiries to facilitate in-person meetings regarding pregnancy testing, options counseling, and parenting education
- Make follow up phone calls, texts, and emails to provide competent client care
- Occasional (minimal and compensated) after hours check-ins with clients
- Counsel clients on the mobile ultrasound van as needed. Work collaboratively with RDMS to provide support
- Protect client privacy in accordance with policies and procedures
- Document complete, accurate, and timely input of client data in Next Level CMS
- Complete training for the process of enrolling clients for Medicaid, WIC and other social service benefits
- Provide community resources to clients as appropriate
- Provide material resources to clients as appropriate
- Attend and participate in staff meetings, trainings, and in-service workshops
- Follow all policies, procedures, and protocols of Carolyn's Place
- Assist in other duties as requested by Executive Director.

Client Consultant position consists of two/three 5-hour office shifts and on-call responsibilities. Additional hours may be available based on need. Interested candidates are encouraged to discuss hour and compensation preferences with the Executive Director.