



JOB DESCRIPTION

Position Title: Client Case Manager (CCM)

Qualifications:

1. Has a committed and growing relationship with the Lord.
2. Expresses full agreement with Clarity's Vision and Mission Statements and Statement of Faith, and abides by Clarity's Policies and Procedures.
3. Maintains consistent life-affirming philosophy and would never refer or advise a woman to have an abortion. (When a situation arises where a woman's life is at risk, the clinic advocates taking measures to preserve her life, hoping that the woman and the child can both be saved.)
4. Seeks to honor God in the area of Biblical purity – including sexual abstinence until marriage and faithfulness within marriage.
5. Respects confidentiality.
6. Possesses excellent interpersonal and leadership skills to train and supervise volunteers, work with clients, and influence the general public.
7. Prior experience in mentoring, women's ministry, and/or the social service field, as well as formal seminary/Bible school training or social work or related degree, is preferred.

Responsibilities: The Client Case Manager will primarily be responsible for equipping Clarity to be an agent of transformational change and spiritual growth in the lives of our clients. To this end, the Client Case Manager will provide case management services to clients in our medical clinic as well as those in our parenting program. The CCM will train and lead a team of volunteer client mentors who will meet with clients as a part of their Aspire/Aim Program requirements. The Client Case Manager will oversee weekly Bible Studies for Aspire/Aim client participation. The CCM will assist with programming at the Haven.

Reports to: Director of Client Services

Time Commitment: As per "Employment Letter of Understanding"

Duties:

Case Management:

1. The Case Manager's primary responsibility is to assist Clarity's clients to move toward achieving the goals of self-development and independence.

2. This position acts as a liaison between Clarity and vetted community partners with the purpose of developing a base of organizations to refer clients to additional services as needed.
3. Stay abreast of community resources and referral processes for client needs.
4. Refer clients to and assist them in accessing the community resources that they need.
5. Develop handouts for resources available to clients that staff and volunteers may use as needed.
6. Accurately document each client's case management progress.
7. Assist the Director of Residential Services in case management of our residents at the Haven as needed.
8. Work in cooperation with the Director of Residential Services to develop enrichment programming for our Haven residents.

Mentoring/Mentor Management:

1. Oversee volunteer mentors; implement biblically-based training materials regarding mentoring principles for mentors' initial and ongoing training.
2. Ensure volunteer mentors have access to a comprehensive and current resource material library on topics and resources that are easily utilized (i.e. anger, worry, fear, etc.) to assist them in mentoring clients.
3. Regularly meet with mentors to build relationships with them and to debrief mentoring appointments, coaching them on best practices.
4. Ensure all volunteers are familiar with the principles of friendship evangelism and how to give the Gospel presentation, providing additional training as necessary.
5. Meet one-on-one with clients who desire and/or need more intensive mentoring and ensure adequate preparation for such appointments.
6. Establish and maintain a system to thoroughly document client visits and progress in client files (physical and/or virtual).
7. Keep Director of Client Services abreast of client appointments, progress with volunteer mentors, etc. through regular meetings.
8. Refer clients to Christian counseling as needed, keeping the connection between these counseling services and Clarity strong.

Bible Studies and Spiritual Formation

1. Develop avenues for clients to grow in their spiritual formation and discipleship, including Bible studies, groups at local churches, etc.
2. Seek to further the connection between local church partners to both encourage clients to attend a local church, and to train churches to welcome our clients well into their congregations. Become familiar with our Bridge Training program and be able to train local churches in this curriculum.
3. Oversee volunteers of Clarity's "The Healing Journey" abortion healing Bible Study. Shepherd and encourage these volunteers to love on participants well.

Prayer Coordination and Promotion

1. Work to reach our goal to have one person praying on site every hour Clarity is open (31 hours total). Keep the schedule up to date and organized. Continually communicate relevant and up to date prayer requests (and answers to prayer) with those praying to keep them engaged and motivated.
2. Ensure each prayer volunteer has signed a “Confidentiality” statement on file.
3. Prayer Rooms - Keep Prayer Rooms at Client Services building and Medical Services building stocked with relevant prayer prompts, etc. to engage people in prayer. Ensure that client information (client first name and due date) from medical, Aspire, and Aim programs are up to date and confidential.
4. Oversee our Volunteer Prayer Coordinator with developing a monthly prayer calendarOrganize a prayer for our prayer volunteers and staff to use, including general prayer topics including: Board, Staff, Volunteers, events, clients, etc.
5. Send out regular prayer emails to our Clarity prayer email list.
6. As time allows, spend time in personal devotion and prayer for Clarity and all the prayer needs that surface for Board members, Staff, Volunteers, clients, etc.