

## **CLIENT CARE COORDINATOR AND COUNSELOR**

**AID TO WOMEN- LIFELINE PREGNANCY CARE CENTRE INC**

**140 Argyle St., Toronto ON M6J 1P1**

**Part Time (28 hours per week)**

Aid To Women is a Christian registered charity offering pro-life options and practical help to pregnant women in crisis, enabling them to choose life for their unborn children.

### **Purpose of the Role**

Reporting to the Executive Director, the primary responsibility of this role is to provide professional on-site and virtual counseling, assessment of client needs and other client support services in conjunction with staff and volunteers. As well, this role will maintain and organize material aid, including detailed inventory and distribution to clients. The role will assist with ongoing research of community partners and resources. Other duties of this role are related to the ongoing operations of Aid to Women such as administrative support, fundraising and communications as needed. This role is a part-time position with a 3-month probation period.

### **Primary Areas of Responsibility & Duties**

#### **1. Client Services:**

- Provide one-on-one counseling and crisis intervention services.
- Respect confidentiality of client counseling.
- Contact and meet with clients for personal support, referrals and provision needs.
- Keep accurate records of client services.
- Maintain and upkeep all forms, files and manual for counseling and client care.
- Be open to flexible work hours to meet emergency needs for counseling or client care.
- Arrange layettes for clients.
- Provide and maintain client case reports, updates, and statistics with other counseling staff and Executive Director.
- Maintain community partnerships and source alternative services for client referrals through ongoing research.
- Manage and maintain an accurate inventory of material donations for clients, as well as distribution and coordinating delivery to each client.
- Develop volunteer roles specific to the organization's strategic goals.
- Assist in training and supervising volunteers.

### **Secondary Areas of Responsibility & Duties:**

#### **2. Administration**

- Respond to telephone and email inquiries related to client services.
- Maintain a clean and inviting office space.
- Filing electronic and/or hardcopies of client files.
- Assist with securing resources for clients and staff.
- Assist in writing for regular newsletter for the benefactors.
- Promote the aims and interests of the organization in the community (e.g. possibly undertaking speaking engagements with and outside of regular work hours)

**Desirable Professional Skills, Personal Qualities and Life View:**

- A Bachelors Degree or Post-Secondary Diploma in one or more of the following: Theology, Pastoral Care, Psychology, Social Work, Social Services, preferred.
- A practicing Christian with a strong pro-life commitment and knowledge.
- Strong counseling and interpersonal skills, compassionate, and a good listener.
- Fully committed to always maintaining client confidentiality.
- Committed to providing excellent services to clients.
- Knowledge of pregnancy issues and infant care development and needs.
- Excellent written and oral communications skills.
- Capable of prioritizing and completing multiple tasks within deadlines.
- Organized, detail oriented and efficient.
- A strong team player as well as a strong independent worker.
- Previous experience and/or knowledge working with vulnerable populations.
- Previous experience working in the fields of social work, social services, or pastoral care.
- Knowledge and experience with Microsoft programs such as Word, Excel, PowerPoint and Google applications is an asset.
- Comfortable with occasional public speaking and social engagements.
- A criminal background check will be required of the successful applicant.

**How to Apply:**

Please submit a resume, cover letter and 3 references in MS Word or PDF format to:  
hr@aidtowomen.ca by Friday, February 2, 2024.

We thank all applicants, however, only those selected for an interview will be contacted.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Aid to Women provides reasonable accommodation to individuals with disabilities. If contacted for an interview, applicants should make any accommodation needs known at that time.