



Volunteer Position Description
Client Services Volunteer

Supervisor: Client Services Director

Position Summary:

Client Services Volunteer (CSV) serves as administrative support to the Client Service Managers. CSVs will learn to apply their communication skills and use their gifts to benefit others by supporting in case management through follow-up calls and emails, mid-pregnancy check-ins, and ultrasound courtesy calls.

CSVs are responsible for answering Helpline calls in office, scheduling appointments, and providing accurate information to callers or other agencies.

Time Commitment:

- Following training, at least one year of serving three to four shifts per month (each shift is three hours long).
- Attend two of three Continuing Education Events per year.
- Inform the Client Services Manager at your assigned office as soon as possible if you are unable to make your assigned shift.
- Sign up for volunteer shifts using Google calendar. Gmail email address required.

Location Availability: TBD

Application and Training Requirements:

- Complete all elements of the on-boarding process
 - Volunteer Orientation, Foundations, Formal Interview
 - Online Google Classroom pre-coursework (3 Hours)
 - The Alternatives Approach 2-day classroom training and On-the-Job training. (20 Hours)
- Complete online Helpline training available through Google Classroom.
- On-going refreshment of skills
 - Reviewing literature, practicing occasional HL role-plays, attending Alternatives' Continuing Education events and participating in annual skills observation and evaluation.
- On-going supervision with the Director of Client Services.
- Possibility of moving on to training and serving as Client Advocate after 1 year and proficiency of skills.
- Two years to complete APF Foundations.

Essential Duties & Responsibilities:

- Follow Alternatives' Policies and Procedures and maintain a current knowledge and application of HIPAA.
- Answer Helpline calls during office hours and schedule appointments using an online scheduling platform.
- Respond to online requests for an appointment.
- Handle in-office calls relating to clients, social services, or community resources.
- Partner with other Client Service Volunteers and Client Services Staff to serve the client/family unit.
- Maintain client records and the integrity of Alternatives filing system.
- Review your assigned client files at each shift and follow through on appropriate case management tasks including phone calls, e-mails, mid-pregnancy check ins and ultrasound courtesy calls.
- Consistent communication with the Client regarding client interactions and ongoing case work.
- Assemble and scan pregnancy, ultrasound, and STD folders.
- Demonstrate a working knowledge and memorization of the *Seven Fundamentals* from the *Equipped to Serve* training.

- Commit to attending Alternatives' Continuing Education Events to remain equipped to interact with clients.
- Dress casually and modestly. No shorts in the summer.

Qualifications

- Acknowledgement and agreement of Alternatives' Statement of Faith, Principles and Mission Statement.
- Prior office or administrative experience preferred
- Competence and confidence using computers and the ability to navigate online scheduling programs.
- Strong people, conversational and administrative skills, and a commitment to learning.
- Ability to manage time, complete tasks, and transition additional tasks to next CSV.

Character Traits

- A willingness to learn and an attitude of service and acceptance.
- Respect of the client and the life of their unborn child.
- The ability to listen first, speak second, and empathize with others.
- Maintain big picture mentality understanding the importance of this role to the Alternatives pro-life mission.

Benefits

- Putting pro-life beliefs into action.
- Learning and applying better communication skills with people in your life.
- Developing a deeper dynamic understanding and compassion for people facing unplanned pregnancies and STDs.
- Using your gifts to benefit others.
- Being part of a larger Client Services Team impacting the lives of Alternatives' clients and patients.

General Requirements

- Acknowledgement and agreement of Alternatives' Statement of Faith, Principles and Mission Statement.
- Complete the volunteer application and three reference forms.
- A completed background check performed by Alternatives.
- Complete the required volunteer training.
- Commitment to enlisting at least one individual to support you in prayer.

Alternatives Pregnancy Center's Mission Statement:

Alternatives Pregnancy Center exists to care for Denver-area women and men in pregnancy-related crisis and offer them a meaningful alternative to abortion. Following the example of Christian love, we seek to meet their emotional, physical and spiritual needs. And we enable and encourage them to choose life every day.

We provide a 24-Hour Helpline, pregnancy tests and options counseling, limited ultrasound services, abortion pill reversal referrals, STD testing and treatment, adoption education, pre- and post-natal medical care referrals, financial and legal referrals, counseling after abortion, and sexual risk avoidance education. All services are provided free of charge.