Part-Time Client Services Specialist (Bilingual)

Radiance Women's Center (RWC)
Part-Time | In-Office | $28,000 / year
20 hours per week / 80 hours per month

Radiance Women's Center is seeking a compassionate, detail-oriented individual to become a key part of our team. This role is ideal for someone who enjoys problem-solving, meaningful work, and helping people follow through on important next steps in their care.

We are looking for someone who can think critically, use common sense, and help ensure our clients are connected with the resources they need. Over time, this person can help streamline processes, help amend policies and procedures, and play a vital role in improving outcomes for RWC clients.

Primary Responsibilities

Client Advocacy & Support

- Provide one-on-one compassionate, nonjudgemental support to clients in both English and Spanish
- Assist clients with intake assessments, ensuring their needs are identified and appropriate referrals are made
- Offer accurate, evidence-based information on pregnancy, parenting, adoption, and available community resources
- Facilitate material assistance programs, ensuring clients receive essential baby and maternity items
- Pray with and minister to clients who are seeking spiritual support

Resource Navigation & Referrals

- Maintain knowledge of local resources, including prenatal care, housing, financial assistance, and parenting programs
- Connect clients with trusted service providers, ensuring seamless access to external support
- Assist in scheduling appointments and follow-ups, providing guidance on next steps.

Administrative & Compliance

- Accurately document client interactions while maintaining confidentiality and ethical standards.
- Assist in volunteer training by providing expert guidance to colleagues
- Support daily center operations, including answering calls, scheduling, and maintaining client files

Qualifications & Skills

- Excellent written and verbal communication skills

- Compassionate and nonjudgmental, with a heart for serving women and families
- Active listening skills, with the ability to provide emotional support and wisdom
- Ability to handle sensitive situations with discretion and professionalism
- Experience in social services, counseling, client advocacy, or nonprofit work preferred
- Proficiency in Microsoft Office, Google Workspace, client databases, and basic administrative tasks preferred.

Work Environment & Expectations

- Must be able to work flexible hours, including occasional evenings or weekends for special events.
- Expected to interact with clients from diverse backgrounds in a warm and professional manner.
- Required to sign and uphold the organization's Statement of Faith and Sanctity of Human Life agreement

Schedule & Compensation

- Pay rate: $28,000/year
- 20 hours per week / 80 hours per month
- In-office position

Perks

- Loving and supportive team environment
- Comfortable office space
- Autonomy with strong support and training
- Flexible scheduling
- Free snacks, coffee, and water
- Meaningful work that directly impacts women and families in our community

To apply: Email resume and cover letter to info@radiancewomenscentertx.org with the subject: *Bilingual Client Support Specialist*