MINISTRIES OF JESUS

Job Title: Client Navigator	**FLSA Status**: Non-Exempt
Reports to: Clinical Director of Counseling	**Salary**: Commensurate with education/experience
Revised: 10.13.2026	**Work Schedule**: Part-Time (20 hrs/wk 0.5 FTE)
Applications: Submit a cover letter, resume, employment application, references, and any certifications/licenses to: Dr. Joe Pierce, Executive Director jpierce@moj.com 1100 East I-35 Frontage Road, Edmond, OK 73034	

Position Summary: The Client Navigator serves as the first point of contact for all inquiries related to the Counseling Department at Ministries of Jesus (MOJ). This position requires timely, compassionate, and professional responses to potential and current clients via email, phone, and online communication. The role is central to coordinating the counseling intake process, managing the client waitlist, assisting counselors with scheduling, and supporting administrative tasks. This role blends operational excellence with a pastoral heart—creating space for hope and healing through both practical service and relational care.

Essential Duties and Responsibilities:

- Serve as the welcoming, professional presence at the Counseling Department front desk, displaying warmth and discretion.
- Schedule/reschedule, confirm appointments for counselors ensuring calendar accuracy and sensitivity to client needs.
- Answer phones, respond to voicemails and emails, and route messages in a timely and courteous manner.
- Maintain strict confidentiality of client information and adhere to HIPAA guidelines and MOJ policies.
- Manage waitlist, intake paperwork, consent forms, and required documentation with accuracy and care.
- Monitor counselor schedules, room usage, and client waitlists or availability.
- Monitor and order office supplies specific to counseling needs.
- Submit insurance information to insurance specialist; communicate copay, deductible, or other financial details.
- Collect payments and issue receipts, log financial records accurately for internal reporting.
- Assist Director with administrative tasks such as preparing reports, dashboard, updating databases, and communications.
- Support coordination of special events, training workshops, or volunteer activities related to counseling services.
- Offer prayer and spiritual encouragement when appropriate and welcomed by clients, in alignment with MOJ's mission.
- Assist clients and crisis inquiries with compassion and discernment; refer to emergency services as needed.
- Coordinate Spring/Fall Support Groups with facilitators; assist with promotional materials, registration, and resources.
- Relational and emotional maturity— able to respond calmly, kindly, and helpfully to people in distress.
- Perform other duties as assigned in support of the Counseling Department and broader MOJ team.

Qualifications:

- A mature, committed believer in Jesus Christ, aligned with the mission and values of Ministries of Jesus.
- High school diploma or equivalent required; some college or administrative training preferred.
- Minimum of 2 years of administrative experience, preferably in a counseling, ministry, or medical setting.
- Exceptional interpersonal, communication, and customer service skills.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook) and scheduling software
- Experience with EHR systems- specifically Jane (e.g., SimplePractice or similar) is a plus.
- Strong attention to detail, organizational skills, and ability to manage multiple tasks.
- CPT coding background is a plus.
- Ability to maintain professional boundaries, discretion, and strict confidentiality at all times.
- Strong management over personal biases toward various populations.
- Compassionate, calm demeanor with a heart to serve those who are hurting.

Skills Required: Employees must be committed to excellence and represent the ministry in a Christ-like professional manner demonstrating strong customer service skills, be friendly and welcoming, and manage multiple responsibilities with a positive attitude. Employees must be self-directed, task-oriented, and able to think critically and solve problems. A high standard of professionalism is essential, including the ability to meet deadlines, maintain strict confidentiality, and produce high-quality, detail-oriented work. Proficiency with computers and relevant technology—including Microsoft Office and internal systems—is required. Staff must demonstrate good time management, effective verbal and written communication skills, and the ability to work both independently and collaboratively. A spirit of humility, adaptability, and spiritual maturity is expected in every role.

MINISTRIES OF JESUS

Language Skills: Employees must be able to read, analyze, and interpret written materials related to their role. They should communicate clearly and professionally in person, over the phone, and via written correspondence. Many roles may involve documentation, reporting, or public presentations, which require a high level of clarity and accuracy. Bilingual (Spanish) is preferred.

Mathematical Skills: Depending on the role, employees may be required to interpret budgets, track expenditures, maintain accurate records, or understand statistical or clinical data. Basic numeracy and attention to detail are essential for administrative, financial, and clinical responsibilities.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Must be able to interpret financial data, storytelling ethics, and communication metrics and apply them in a strategic ministry context.

Other Skills and Abilities: The Client Navigator must be prepared to pause administrative work at any time to offer a listening ear and speak hope to individuals who are emotionally overwhelmed or spiritually seeking. Must be able to articulate the mission of Ministries of Jesus and offer encouragement to those who inquire. Represents MOJ positively within the community and among church partners. Upholds and communicates MOJ's mission, vision, and values in all outreach efforts.

Physical Demands: The physical demands of each position will vary depending on responsibilities. In general, employees should be able to sit, stand, walk, and communicate effectively. Some roles may require lifting up to 40 pounds or occasional bending, reaching, or physical movement. Reasonable accommodations will be made for individuals with disabilities to perform the essential functions of their job. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. Specific vision abilities required by this job include close vision, distance vision and depth perception. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Work Environment: The characteristics described here are representative of those an employee encounters while performing the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works inside. The noise level in the work environment is generally quiet depending on the activities in the part of the day and location.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals that maybe currently holding this position and additional duties may be assigned.

Non-Discrimination Employment Statement:

Ministries of Jesus is committed to fostering a workplace that reflects biblical values of dignity, respect, and compassion, as inspired by our faith. We strive to create a diverse environment where all individuals are treated fairly and with honor. As a faith-based religious organization, we recognize the importance of our mission and the unique nature of our work requiring agreement with our Statement of Faith. We are committed to providing equal employment opportunities to all individuals, regardless of any characteristic protected by applicable local, state, or federal laws.

While we hold our faith-based values as central to our mission, we ensure that our employment practices are inclusive and non-discriminatory. Employment decisions, including hiring, promotion, compensation, and all other terms of employment, are made based on an individual's qualifications, experience, and abilities. MOJ is committed to providing a work environment that is free from discrimination, harassment, and retaliation. All employees and applicants will be treated with the utmost respect, dignity, and fairness, and any form of discrimination or harassment is prohibited. We welcome individuals of all backgrounds and encourage applicants who share our values and mission to apply.

- - - - TO BE COMPLETED UPON HIRING - - - -

Employee Acknowledgment and Agreement: I have received and reviewed the job description for my position. I understand the duties, responsibilities, and expectations outlined above and agree to perform them to the best of my ability. I acknowledge that this job description may be updated as needed to reflect organizational priorities, and that I will be informed of any significant changes. By signing below, I confirm that I have read and understand this job description and agree to the responsibilities described herein.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____