



CATHOLIC PRO-LIFE COMMUNITY

RESPECT LIFE MINISTRY OF THE DIOCESE OF DALLAS

POSITION DESCRIPTION

TITLE: Ministry Support Coordinator (Bilingual)
DATE: June 9, 2026

DEPARTMENT: Gabriel Outreach
LOCATION: CPLC Office in North Dallas

About Us

The Catholic Pro-Life Community (CPLC) is the Respect Life Ministry of the Diocese of Dallas, dedicated to saving lives, supporting families, providing a pathway to healing, and promoting a culture of life. Through education, outreach, and compassionate support, we serve mothers, fathers, families, and parishes across North Texas.

SUMMARY OF POSITION

The Bilingual Ministry Support Coordinator serves as a vital connection point between women seeking assistance and the life-affirming support offered through our pregnancy support ministries. As the first point of contact for many mothers, this full-time role provides compassionate phone support, coordinates ministry resources, maintains accurate records, and assists with day-to-day administrative and operational needs. The ideal candidate is bilingual, highly organized, adaptable, and mission-driven, with a heart for serving women, supporting volunteers, and helping ensure the ministry runs smoothly and effectively. This position offers a unique opportunity to make a meaningful impact through both direct client interaction and behind-the-scenes ministry support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Phone Support & Scheduling

- Serve as the primary point of contact for incoming calls, providing a warm, professional, and compassionate first response.
- Schedule appointments, route calls appropriately, and maintain timely and accurate communication records.

Ministry & Administrative Support

- Maintain accurate client, volunteer, and program records in ministry databases.
- Support volunteer onboarding, trainings, events, outreach activities, and ministry administrative processes.
- Assist with special projects, ministry initiatives, and operational needs as assigned.
- Work occasional Saturdays to support ministry events, training, and outreach activities.

Qualifications

- Commitment to the Pro-Life Mission. A sincere, personal commitment to the sanctity of life and a genuine desire to serve women and families in need. Catholic faith is welcomed and preferred, but candidates of any background who demonstrate a deep, authentic alignment with the pro-life mission and the values of the Catholic Church are encouraged to apply. Compliance with all Safe Environment requirements of the Diocese of Dallas is required.
- Bilingual — English & Spanish Required. Must be able to communicate professionally and compassionately in both languages, written and verbal.
- Warm Phone Presence. A natural ability to make callers feel welcomed and cared for, including those in sensitive or difficult circumstances.

- **Strong Computer Skills.** Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and comfort learning new database or scheduling tools. Accurate data entry is essential.
- **Organized & Detail-Oriented.** Ability to manage multiple tasks, maintain accurate records, follow through consistently, and flag needs proactively.
- **Adaptable, Resourceful & Trainable.** Comfortable in a fast-paced, mission-driven nonprofit where priorities shift and each day can look different. Eager to learn new systems and processes, open to feedback, and able to exercise good judgment, take initiative, and respond to changing ministry needs with flexibility and professionalism.
- **Collaborative & Positive.** A flexible, solutions-oriented, team player who enjoys supporting others, embraces change, learns new systems quickly, and contributes to a healthy team culture.

Stewardship and Community Engagement

All employees of CPLC are called to exercise faithful stewardship of their time, talents, and resources. This commitment is reflected in the spirit of collaboration, excellence, and fidelity to the Catholic Church's teachings on life and human dignity and demonstrated through active participation in a parish or faith community in good standing with the Church and compliance with the Diocese's Safe Environment Program.

These responsibilities are intended to describe the general nature and level of the work being performed. All representatives of the Catholic Pro-Life Community may be required to perform duties outside of their normal responsibilities from time to time as needed.