



Job Description: Center Manager – Salem

Position Objectives: To oversee the day-to-day operation of CHOICES Salem, implementing approved policies and procedures and managing certain staff, volunteers, and programs necessary to meet client needs.

Reports to: Client Services Director and Executive Director

Oversees: Administrative Assistant, Center Volunteers

Profile:

- A committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Exhibits a strong commitment and dedication to the pro-life position and sexual purity
- Agrees without reservation to the Statement of Principle, Statement of Faith and CHOICES policies
- Has a bachelor's degree, preferably in a helping field, or related equivalent experience
- Has one year of experience as a volunteer in some ministry capacity
- Has two years of experience in a helping profession in a position requiring management experience or equivalent
- Exhibits skill in interpersonal communication, written, public speaking and problem solving
- Exhibits proficiency in MS Office programs, internet and office equipment
- Able to provide spiritual leadership, discipleship and support to staff and volunteers
- Able to carry out responsibilities with little or no supervision

Responsibilities

1. *Administration*

- Make prayer an integral part of the day-to-day operation of the center
- Review client files, peer counselor summaries, and offer suggestions and encouragement to volunteers
- Oversee record-keeping and effective follow-up of clients by volunteers
- Coordinate with ED, Board, and Development Director a yearly calendar for the ministry and implementation of special events
- Oversee management of client and donor management programs for the center location
- Oversee scheduling of volunteers
- Provide supervision for center staff, incl. Admin. Assistant
- Develop and implement excellent client care by serving with Client Services Director, other Center Managers, Nurses, and Resource Specialists on Client Care Team
- Handle routine business calls that do not require Executive Director's assistance
- Interact with Client Services Director and Executive Director to relate client or staff needs, progress of center, problems, and goal setting and implementation



2. *Public Relations*

- Maintain a working relationship with agencies, physicians, churches, and organizations that refer clients or accept referrals from CHOICES.
- Represent CHOICES to pastors and churches regarding support ministries and volunteer matters
- Represent CHOICES to pastors, churches and organizations through meetings and speaking engagements as requested by the Executive Director
- Assist in the development of promotional materials used in presenting the pregnancy center to clients, community, and churches
- Participate and assist in fundraising activities as requested by the Executive Director and Development Director

3. *Client Services*

- Oversee peer counseling and all other services provided for clients
- Provide peer counseling and services for clients when volunteers are not available
- Work with Client Services Director and Resource Specialists to maintain and update referral resource lists for volunteer and client use
- Inform the Client Services Director about needed educational materials and resources for client and volunteer use
- Develop and oversee support services offered by the ministry

4. *Volunteer Management*

- Recruit, select, and interview possible volunteers for ministry
- Conduct volunteer training and in-services in coordination with other Client Services Director, Center Managers, Resource Specialists, and other staff (as appropriate)
- Provide necessary supervision of volunteers who begin in-center and online training, providing technical support as needed
- Develop and nurture volunteers to follow center policies and procedures
- Be available to volunteers for information, questions, and assistance
- Assess in an ongoing manner the performance of volunteers and follow biblical principles for confrontation when the need arises
- Evaluate each volunteer's performance on a yearly basis
- Plan with Client Services Director and other Center Managers regular volunteer appreciation activities

5. *Miscellaneous Duties*

- Attend scheduled (weekly and other) organizational meetings of CHOICES
- Perform other job-related tasks as assigned by the Client Services Director or Executive Director

Time Commitment: Full-time (25-32 hours) but may depend on local center hours

The Center Manager will receive a yearly written and oral evaluation by the Executive Director.