



Job Description: Center Manager

Position Objectives: To oversee the day-to-day operation of Clarity Pregnancy Services, implementing approved policies and procedures and managing all volunteers and programs necessary to meet client needs.

Report to: Client Services Director, Jenny Gardner,
jenny.gardner@claritycares.org

Profile:

- 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 CLARITY policies
- Has a bachelor's or master's degree, preferably in a helping field, or related experience equivalent
- 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, public speaking and problem solving
- Able to provide spiritual leadership, discipleship and support to 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, client advocate summaries, and offer suggestions and encouragement to volunteers
- Oversee record-keeping and effective follow-up of clients by volunteers
- Oversee operation of the 24-hour hotline
- Oversee scheduling of volunteers
- Handle routine business calls that don't require Client Services Directors' assistance
- Interact with Client Services 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 the CLARITY

- Represent CLARITY to pastors and churches regarding support ministries and volunteer matters
- Represent CLARITY to pastors, churches and organizations through meetings and speaking engagements as requested by the Executive Director
- Participate and assist in fundraising activities as requested by the Executive Director

3. *Client Services*

- Oversee peer counseling and all other services provided for clients
- Provide peer counseling and services for clients when client advocates are not available
- Maintain and update referral resource lists for volunteers 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*

- Assist in recruiting, selecting and interviewing possible volunteers for ministry
- Assist in conducting volunteer training and volunteer in-services
- Provide necessary supervision of volunteers who begin in-center training
- Develop and nurture volunteers to follow center policies and procedures
- Be available to communicate with 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 through a yearly evaluation

5. *Miscellaneous Duties*

- Attend regular organizational meetings of CLARITY
- Perform other job-related tasks as assigned by the Client Services Director

Time Commitment: Varies, depending on local center hours

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