



Position Title: Center Director – Greensburg

Department: Client Services

Accountable To: Sr. Client Services Director

FLSA Status: Non-exempt/ Part-time (16 Hours per week)

Results Statement: *I am accountable for producing the following results:*

Oversee the day-to-day operation of a Clarity center, implementing approved policies and procedures and managing all volunteers and programs necessary to meet client needs.

Essential Job Functions:

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 scheduling of volunteers
- Handle routine business calls that don't require Client Services Directors' assistance
- Interact with Sr. Director of Client Services to relate client or staff needs, progress of center, problems, and goal setting and implementation
- Complete and submit monthly reports and information required by Sr. Director of Client Services.
- Collect data from Client Management System for reporting
- Maintain records and receipts for credit card expenses
- Job training and ongoing education to stay up to date on center issues and communicate and train those issues to volunteers when needed
- Maintain the Center appearance to keep it professional
- Find solutions to overcome barriers and hurdles of day to day operations
- Oversee, encourage, and provide direction and delegation to Center Director Assistant
- Conduct yearly review of Center Director Assistant

2. Public Relations

- Complete a minimum of 2 intentional, direct, and live contacts per month with community agencies, not including churches or pastors

- 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
- Participate and assist in fundraising activities if requested

3. Client Services

- Oversee all non-medical services provided to clients
- Provide non-medical services for clients when client advocates are not available
- Maintain and update referral resource lists for volunteers and client use
- Inform the Sr. Director of Client Services about needed educational materials and resources for client and volunteer use

4. Volunteer Management

- Assist in recruiting, selecting and interviewing possible volunteers. Follow volunteer recruiting guidelines as set forth by Sr. Director of Client Services.
- Provide volunteer training for receptionists, client advocates and other volunteers and assist in volunteer in-services or additional volunteer training as requested.
- Provide necessary supervision of volunteers who begin in-center training and orientation
- 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
- Agree to follow and stay current on the Employee Handbook and Client Services Staff and Volunteer Policy and Procedures Manual.
- Agree to attend all educational and medical training as required.
- Perform other job-related tasks as assigned by the Sr. Director of Client Services

Essential Skills and Experience

1. Has a bachelor's degree in ministry or a social services
2. Exhibits a strong commitment and dedication to the pro-life position and sexual purity
3. Has one year of experience as a volunteer in some ministry capacity
4. Has two years of experience in a helping profession in a position requiring management experience or equivalent
5. Demonstrated leadership and decision-making capability
6. Ability to achieve goals and align interests through cooperation and collaboration with other groups and cross-functional teams, even where no direct reporting relationship exists.
7. Demonstrated ability to exercise sound judgment and maintain confidentiality when dealing with sensitive matters
8. Exhibits skill in interpersonal communication, public speaking and problem solving
9. Able to provide spiritual leadership, discipleship and support to volunteers
10. Able to carry out responsibilities with little or no supervision

Essential Physical Requirements and Work Environment

1. Ability to maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include: sitting, standing, or walking for extended periods of time; operating office equipment; and lifting up to 20 pounds.
2. Visual Acuity; ability to see and hear within normal parameters, must use hands and fingers to use keyboard and mouse; operate equipment or controls; reach above shoulder heights, below the waist; or lift to file documents or store materials throughout the work day. Proper lifting techniques required.

PERFORMANCE STANDARDS:

Company-Wide Performance Standards for Success

The following guidelines are standard across all positions within Clarity.

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
2. Agree with and be willing to uphold the Statement of Principle, Statement of Faith and policies of Clarity
3. Ability to understand Clarity's job procedures, responsibilities, and scope of duties. Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to

achieve the overall objectives of this position.

4. Ability to work as part of a team within Clarity's organization. Fosters a cooperative and harmonious working climate conducive to maximize employee morale and productivity.
5. Consistently and constructively projects the mission and vision of the company.
6. Creates a work environment that makes co-workers feel appreciated and accepted, and discourages actions that make coworkers feel merely tolerated. My commitment to Clarity's "You Matter" includes my responsibility to:
 - a. Act when it is appropriate by addressing inappropriate behaviors
 - b. Act as a positive role model by respecting & honoring differences
 - c. Think "Inclusively" not "Exclusively or Special"
7. Ability to communicate with others, to assimilate and understand information, to make sound decisions in a manner consistent with the essential job functions. Ability to clearly communicate with clients and coworkers.
8. Ability to provide exemplary service to clients and coworkers.
9. Adaptable to changes in work environment, schedule, and job requirements. Reliable in relation to punctuality, attendance, and willingness to help others. Able to multi-task and present work that is organized, accurate, detailed and timely.
10. Ability to recognize problems with clients and coworkers, exercise sound judgment, and arrive at logical conclusions that have Clarity's best interest in mind.
11. Holds company and client information in the strictest confidence and performs work in accordance with all government laws, regulations, ordinances, and court rulings in those jurisdictions in which the company operates.
12. Demonstrates accuracy and thoroughness. Brings any problems regarding systems and/or procedures to the attention of Management. Employees are encouraged to recommend ideas for the improvement of their department and position that are consistent with Clarity's strategic objective.
13. Respects fellow coworker's time, space, and need for concentration. Socializing and interruptions must not impede workflow.
14. Performs other duties as deemed necessary by management to achieve the strategic objectives of Clarity

SUPERVISION OF OTHERS

Clinic Assistant staff

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

ACKNOWLEDGEMENT

EMPLOYEE SIGNATURE

DATE

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