



## Center Director

### Job Description

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**Reports To** Chief Executive Officer

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**Basic Function** The Center Director has the responsibility for the day-to-day operation of the center. This includes the training and oversight of all volunteers, implementation of necessary programs to meet client needs and representation of the center to the community served by it.

The Center Director reports to the CEO and shall receive a yearly written and oral evaluation.

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#### **Leadership & Administrative Responsibilities:**

- Make prayer an integral part of the day-to-day operation of the center, including, but not limited to, meeting 30 minutes before each shift starts for prayer, devotion, and training purposes.
- Assure adherence to FCWS Core Values, policies, and ministry vision, as well as commitment to the Statement of Faith.
- Ensure that a monthly volunteer assignment schedule is sent to the CEO, and Training Director and communicated to the appropriate staff.
- Prepare a plan and a schedule to utilize staff for the most effective operation of the Center. This includes screening, scheduling, and delegating tasks to staff and volunteers.
- Prepare monthly and annual reports of the operation of the center for the CEO, Finance Director, and the Board of Directors. This may include additional reports required by outside agencies such as Preborn.
- Implement operational policies and procedures necessary for the consistent operation of the center in coordination with the CEO, Operations Director, and Training Director.
- Assist in the selection of additional center staff when appropriate.
- Provide regular maintenance and repair of the center facility, by communicating center needs timely to Operations Director. This includes maintaining necessary supplies.
- Provide management in crisis or special needs situations.
- Ensure that accurate records and statistics are kept and that statistical reports are compiled. This includes training sufficient data entry personnel.
- Conduct a written and oral evaluation of the CSD and CSA yearly.
- Operate the Center within established budget guidelines and seek ways to reduce center costs.
- Work on special projects as requested by the CEO.

#### **Volunteer and Training Responsibilities**

- Actively reach out to churches when in need of volunteers for tabling and recruitment purposes.
- Interview and screen prospective volunteers.
- Ensure the scheduling and planning of regular ongoing training for volunteers.
- Ensure supervision, support, and encouragement to volunteers.
- Oversee the evaluation of each volunteer's performance orally and in writing on an annual basis.
- Regularly review and sign off on client notes to ensure Standard of Care for clients.
- Oversee counseling and all other services provided for clients.
- Assist other staff to provide Volunteer Appreciation Events.
- Be available to support Training Director at the initial monthly volunteer trainings (on a quarterly basis), and the on-going shift meeting trainings afterward.

**Client Needs Responsibilities:**

- Provide initial options counseling for clients when volunteers are unavailable or inadequate to meet their needs.
- Work with the Nurse Manager and Sonographer to provide supervision and coordination of medical clinic staff.
- Ensure proper contact with referral agencies is maintained.
- Provide necessary support to the Client Services Director(s) in managing support services.
- Ensure proper data entry of all client files.
- Ensure regular communication of potential client stories to the Development Director and Communications Coordinator, providing a client number when there is a potential client story lead.
- Ensure pictures of client babies and client consent are provided to the Development Director and Communications Coordinator regularly.

**Public Relations Responsibilities:**

- Actively seek new churches to engage in development activities through volunteerism and fundraising.
- Cultivate existing church partnerships on an ongoing basis.
- Coordinate with churches for work days and serve opportunities (both in-person and at-home serve projects).
- Confer immediately with the CEO concerning any sensitive issues that may negatively impact the organization or become a media report or a legal issue.
- Actively seek development activities and communicate with the Events Manager.
- Input any correspondence/communication with donors/churches into database.
- Assist with fundraising events, as requested by the CEO and Development Director.

**Qualifications:**

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord and maintains a strong dedication to the pro-life position.
- Agree with and be willing to uphold the Core Values, Statement of Faith, and Policies and Procedures of the ministry.
- Bachelor's degree in psychology, social work, nursing, administration, or a related field – or equivalent experience.
- Three to five years of experience in a profession requiring management – or the equivalent.
- Two years of experience as a volunteer or staff person for a Christian ministry.
- Knowledge and competence in working with computer software such as Word and Excel, and in accessing the internet.
- Strong capabilities to recruit, train, coach, inspire, and spiritually lead.
- Excellent skills in communication, delegation, problem-solving, multi-tasking, and team building.