



living|alternatives

pregnancy resource center

CENTER OPERATIONS MANAGER

Job Description

Principal Functions:

The Center Operations Manager oversees the non-medical client services of the Pregnancy Resource Center including training and supervising a team of volunteer mentors in the use of the approved curriculum and policies and procedures, as well as handling the daily operations of the center.

Reports To: Center Director

Supervises: Non-medical client service volunteers and receptionists within areas of responsibility

Qualifications: Applicant should have the following qualifications:

1. Be a committed, mature Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Exhibit strong commitment and dedications to the Gospel and to the sanctity of human life.
3. Agree with and uphold the Mission and all corporate statements and policies of LAPRC.
4. A minimum of a high school education or GED is required. An Associate's or Bachelor's Degree is preferred, preferably in a related field, or related experience equivalent in the field.
5. Experience in education, child development, or social service is preferred.
6. Exhibit strong skills in organization.
7. Proficient use of computers to complete tasks.
8. Ability to work well on a team and carry out responsibilities as delegated

Major Responsibilities:

Non-medical Client Services

1. Recruit and train team of volunteer mentors
2. Provide continuing educations for all non-medical volunteers as needed
3. Work with Nurse Manager and Center Director to create a schedule for program hours
4. Coordinate schedules of volunteers and placement of clients
5. Oversee the collection and inputting of statistical data on non-medical services and clients
6. Review program Key Performance Indicators on a monthly basis and create plan for meeting defined goals
7. Insure proper maintenance of client files
8. Manage intake and distribution of baby and maternity items (if applicable)
9. Provide leadership for non-medical client programming (such as the H.O.P.E program and S.I.P.)

Office Management

1. Assist with weekly deposits, data entry and donor receipting
2. Assist with the preparation and execution of annual fundraising events
3. Represent LAPRC in the community and at churches as delegated by Director

General Responsibilities:

1. Train and coordinate volunteers to provide coverage during regular operating hours
 2. Cross-train to answer phones according to procedures
 3. Cross-train as a Client Advocate and participate in pregnancy tests when others are not available
 4. Help maintain clean and organized work spaces
 5. Assist in the ordering/purchasing of needed supplies
 6. Participate in regular team meetings
 7. Attend all quarterly staff meetings in Champaign
-
- The Center Director will evaluate the Center Operations Manager quarterly and annually through the use of the LAPRC performance form
 - This Job Description may be changed at any time deemed necessary by the COO/CEO.
 - Employment with LAPRC is at will and may be terminated at any time and for any reasons either by the employer or employee.