**AGAPE PREGNANCY RESOURCE CENTER**

**Job Description**

**JOB TITLE:** Clinic Manager

**REPORTS TO:** Executive Director

**ORGANIZATIONAL MISSION**

*What we do*

Agape Pregnancy Resource Center demonstrates the Truth and unconditional love of Jesus in a safe and confidential environment to women, men, and families experiencing pregnancy or the effects of sexualrelationships.

Learn more at <https://agapedsm.com/>.

**ENVIRONMENT & CULTURE**

*Who we are*

As a team, we fully support each other so that together we can accomplish more. We enjoy wit, humor, and comradery, so working together is filled with laughter. However, we are serious about working hard with everyone putting forth their best effort and paying attention to details. We are passionate about helping others and have a heart for reaching out to those in need. Above all, we seek to live out the Gospel of Jesus Christ through the way we work and interact. Agape places great emphasis on teamwork and supporting each other. We require people to be a good fit with our philosophy of how we work as a team. We need people who are hard-working, consistent, and take initiative. Listening skills and critical thinking are paramount. Open-mindedness and being comfortable in giving and receiving feedback are essential. Being flexible with change and able to work in a sometimes-chaotic environment is necessary. Since Agape is faith-based, all team members must ascribe to the Agape Pregnancy Resource Center’s Statement of Faith and be committed to the sanctity of human life. Team members must be committed followers of Christ and be willing to share their testimonies with gentleness and respect as in 1 Peter 3:15

**POSITION**

*Purpose and Scope*

The Clinic Manager reports to the Executive Director and has oversight of all administration, operations, programming, and team members in the clinic in Des Moines and Indianola, Iowa. This individual is continually assessing the needs of the clinic, while developing and implementing plans and programs to address those needs, including staffing, curriculum, training, expansion, and management. The ideal person for this position is highly motivated with strong organizational, interpersonal, leadership, and development skills. This individual will coach and lead a team of staff and volunteers to provide life-changing opportunities to the women we serve. This position is challenging, requiring diverse skills and strong multi-tasking abilities. The ideal candidate for this position should have experience in one of the following: office management, human services management, or clinical management roles. This individual must be able to filter all leadership through a strong personal faith and advocacy for the preservation and sanctity of all life. We are looking for an enthusiastic, committed leader, who is excited to join and cultivate a hard-working team.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

With minimal supervision, provide support and direction to the nurse(s), helping them be successful in facilitating patient care and education in the clinic setting. Oversee the daily operations of both the clinic in Des Moines and the satellite clinic in Indianola. Oversee the administrative operations, scheduling, compliance, and oversight of the main office on the central campus.

* Be a professional and welcoming “face” of the agency as the owner of “first impressions” and client experience.
* Oversee and lead the administrative oversight of the flow of all client care, visitor reception, donation drop-offs at all buildings.
* Assist the Executive Director in interviewing, screening, running background checks, hiring, and developing all program-related staff and volunteers (including annual appraisal and updated job descriptions, as needed). Volunteers at the Indianola clinic will be interviewed, background checked, assessed and placed in the needed role(s) at that clinic. Sorting through any ideas from nurses for implementation and presenting viable options to the Executive Director for approval.
* Partner with the resource center director in assessing and building the competencies, logistical flow, and procedures that impact the overall client experience, insuring the greatest possible positive impact toward our mission.
* Partner with the Executive Director and Director of Family Services to maintain relationships with other agencies and individuals in the community related to the day-to-day operation and growth of the programming (i.e. doulas, mentoring moms programs, volunteer opportunities, partner employers, adoption agencies, pregnancy help centers, schools, counselors, juvenile court officers, Dept. of Human Services, etc.).
* Have the ability to cover any role within the clinic and educational buildings as needed and required by this position
* Shadow each staff member under your supervision at least monthly.
* Attend staff meetings weekly run by the Executive Director and prepare to share a report of area of oversight. Follow up to make sure nurse(s) are aware of date/time of all staff meetings and attend.
* Attend monthly one-on-one meetings with Executive Director to review questions, concerns, exchange feedback, celebrate accomplishments, and identify needed support in your role.
* Follow the ongoing model of continuous delivery (development, integration, testing, deployment, monitoring, feedback) to ensure that we are always expanding and improving how we serve our clients.
* Have monthly one-on-ones with nurse(s)and include in your monthly written summary to the Executive Director.
* Work collaboratively with Executive Director to review budgeting and maintenance of the clinic. Send all ongoing needs to the Executive Director to manage and oversee regarding facility management.
* Ensure timely communication via email to inform the Executive Director of external contacts, connections, relationships, partnerships, volunteerism (both individuals or groups) to allow follow up and 360 degree communication.
* Provide ongoing support for the wellbeing of nurse(s) under supervision. This includes but is not limited to support for time off, regular meetings, prayer, encouragement, and spiritual leadership, always maintaining and modeling a culture of growth, open communication, professionalism and respect for all staff.
* Accountable for client information being input into EKYROS by nurse(s) and statistics related to medical and clinic education service lines. This includes overseeing and tracking all statistics and relating any trends, needs, or concerns to Executive Director.
* Ensures all medical ultrasounds and communication of these services are reviewed and overseen by the medical advisor.
* Annual review of Nurse(s) to be completed for the Executive Directors review and approval along with any Personal Improvement Plan (PIP) that may be required.
* Maintain roles and/or oversee designee duties of HIPAA Privacy Officer and OSHA compliance officer and Safety Officer
* Complete or oversee completion of CLIA certification application/compliance bi-annually.
* Oversee, develop, implement, and/or maintain programming that supports the mission of providing opportunity for life-change for each client (i.e. abortion healing, pregnancy testing, STD testing, ultrasounds, crisis intervention, clinical services, pregnancy education and advocacy, lactation support and education, nutrition education, etc.)
* Responsible to oversee training of staff on NIFLA, Agape Policies and Procedures and other resources including but not limited to the God-Space book, the Lupton Series, Bright Course, Scripture, and the life and example of Jesus Christ Attends conferences that offer professional training and information pertinent to the clinic’s practices as approved by the Executive Director, always seeking to gain new knowledge and skills that will benefit the clinic and Agape.
* Oversee the implementation of individualized care plans for each medical case management client. Each client is encouraged, evaluated, and held accountable for progress on their care plan through weekly or bi-monthly meetings.
* Coordinate staff in services throughout each calendar year related to clinical practices (i.e. infection control, blood born pathogens, HIPPA)
* Coordinate certification of required staff in First Aid and CPR bi-annually.
* Will maintain schedule and completion of Safety drills (fire, disaster, tornado, and ALICE training protocols, etc.)

**Job Qualifications:**

*Required*

* Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
* Exhibit strong commitment and dedication to the pro-life position and sexual purity.
* Agree with and be willing to uphold the Statement of Faith and adhere to the policies of the center.
* Have a bachelor’s or master’s degree in administration, nursing, or human services. Experience and years of related work can be substituted for educational criteria.
* Have two years of experience in the field of administration, nursing, or human services, preferably with management experience or equivalent.
* Be able to provide spiritual leadership, discipleship, and support to the volunteers and fellow staff.
* Highly organized, thorough, and detail-oriented
* A professional demeanor and the highest level of discretion is essential in the management of confidential information.
* Motivated self-starter with strong problem-solving, analytical & decision-making skills who can manage people with minimal guidance.
* Ability to multi-task, learn new processes quickly, and collaborate with others giving priority to following-through and producing overall quality work.

**Additional Information:**

**Starting date:** Effective on (DATE)

**Starting wages:** Compensation is negotiable based on experience

**Job hours:** This position requires 35 hours per week and during operational hours. Occasional evening or weekend hours may be necessary for special events.

**Confidentiality:** This position includes access to sensitive and personal information thus requiring a confidentiality agreement to be signed and honored.

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Signature of Clinic Manager Date

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Signature of Executive Director Date