Center Director Job Description

Reports to
Director of Centers

Basic Function
To carry out the policies and procedures of First Choice Women’s Resource Centers in a manner of excellence and integrity. This will be accomplished by providing leadership and supervision of the day-to-day operation of the center.

Qualifications & Expectations
1. A committed Christian who has and demonstrates having a personal relationship with Jesus Christ as Savior and Lord. (John 3:16; Matthew 7:16&20)
3. Strong commitment and dedication to the sanctity of human life and sexual activity within the confines of marriage. (Genesis 1:27; Psalm 139:13-16; I Cor. 6:18-20)
4. Agreement with and willingness to uphold the Statements of Faith and Principle and policies of the center.
5. Skilled in interpersonal communication, public speaking, problem solving and trouble-shooting.
6. Able to provide spiritual leadership, discipleship and support to volunteers. (Titus 1:7-9; I Timothy 3:1-13)
7. Proficiency in Microsoft Office applications and basic computer operations.
8. Self-motivated, dependable and displaying strong follow-through with details and tasks.

Responsibilities
I. Spiritual Leadership
   • Set a Christ-like example within all First Choice activities.
   • Ensure that prayer is an integral part of the day-to-day operation of the center.
   • Establish programs ensuring that the center is an environment conducive to spiritual growth for all persons associated with it.

II. Community Outreach
   • Plan and carry out sufficient volunteer recruitment to manage projected client load and services.
   • Represent First Choice to pastors, churches, and organizations through correspondence, meetings, and speaking engagements as requested by the Executive Director.
   • Develop and maintain an on-going relationship with pastors, churches, social-service organizations, schools, etc. in the community.
   • Review and provide input to the Executive Director on the community outreach/public relations process.
   • Represent First Choice in churches and at other community events.

III. Client Services
   • Develop, improve and deliver all client services in a Christ-like manner (i.e. PACE, support services, parenting classes and referrals).
   • Counsel clients when volunteers are not available or when more expertise is needed for a particular situation.
   • Oversee counseling and all other local services provided for clients.
• Coordinate the Star of Bethlehem program.
• Provide feedback to the Director of Centers on the trends of client contact and outreach. Recommend ways to improve First Choices’ ability to attract abortion-minded women in crisis pregnancies.
• Explore methods of delivering client services and reaching potential clients as efficiently as possible.

IV. Development
• Contribute to the fundraising strategy and participate in fundraising events as requested by the Executive Director.

V. Administration
• Coordinate staffing and scheduling of locally-provided services and volunteers.
• Implement a viable organizational structure that will utilize volunteers in meeting the goals and objectives of the center. This will include overseeing the screening, scheduling, and delegation of tasks to volunteers.
• Oversee record keeping and follow-up of clients by volunteers.
• Recommend advertising at the center level when appropriate. Ad layout and content must be approved by the Executive Director.
• Complete monthly dashboard for Director of Centers using statistical reports and implement procedures to correct any negative trends.
• Attend meetings scheduled or requested by the Director of Centers or Executive Director.
• Forecast budget needs for the specific center and plans for growth and new services with the Executive Director.
• Execute administrative procedures developed with the other directors.
• Produce monthly statistical reports to track effectiveness of programs and services and work with other directors to develop standard formats and reporting procedures.
• Order all literature/supplies for the center.
• Keep referral book up-to-date.
• Keep volunteer staff informed of new information and office policies and procedures.

VI. Training
• Oversee and/or deliver the in-house training for new volunteers.
• With the Director of Centers and other Center Directors:
  1. Participate in basic volunteer training seminar and deliver portions of it.
  2. Participate in advanced training seminars for current volunteers.
• Ensure that all center volunteers are properly trained.

VII. People Leadership
• Recruit, interview, develop, nurture, coach & supervise volunteers, ensuring complete and effective coverage for all hours and services provided.
• Assess and evaluate volunteer performance and conduct annual evaluations.
• Provide feedback to the Director of Centers on the efficiency and effectiveness of the training, recruiting and morale of volunteers.
• Follow Biblical principles for confrontation when the need arises.

VIII. Other responsibilities as requested.

I have read and understood the responsibilities expected in the above job description.

Employee Signature: ________________________________

Date: _____________________________________________