

## CLINIC MANAGER

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**Objectives of the position:** As an ambassador to Jesus Christ, the Clinic Manager has the responsibility to manage, train and encourage volunteers in the services they provide.

**Reports to:** Operations Director

**Supervises:** All support staff and Nurse Manager at respective clinic

**Qualifications:**

- Expresses full agreement with corporation's Statement of Principle, Mission Statement, Articles of Incorporation and Bylaws.
- Complies with the policies and procedures of the clinic.
- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Have a bachelor's or master's degree, preferably in a social service/ministry field, or related experience equivalent.
- Have one year of experience as a volunteer in some ministry capacity.
- Have two years of experience in a helping profession in a position requiring management experience or equivalent.
- Exhibits skill in interpersonal communication and problem solving.
- Be able to provide spiritual leadership, discipleship, and support to the Advocates
- Be able to carry out responsibilities with little or no supervision.

**Administration:**

- Oversees Nurse Manager and Advocates in all protocol and procedures.
- Directs and supervises staff & volunteers to carry out clinic services.
- Performs and/or oversees quarterly chart audits per the Client Services Chart Audit form.
- Reviews the implementation, coordination, notification, follow-up and documentation of the recall program for medical devices, drugs and supplies.
- Performs appropriate duties and maintain logs for: refrigerator temperature, eye wash station, fire extinguishers, emergency lighting, exit signs, fire drills, non-emergency medication, hazardous chemicals and substances, client information management and medical equipment and maintenance
- Ensures that HIPAA standards are being maintained.
- Always assure confidentiality of clients.
- Makes prayer an integral part of the day-to-day operation of the pregnancy clinic.
- Assists in orientation, training, evaluation, disciplining, and development as needed.
- Assures all client information and charts are accurate, up-to-date, including client follow-up, closing charts, chart audits, exit survey stats and volunteer hours.
- Interacts with the Operations Director and Executive Director to relate client or staff needs, progress of clinic, problems, goal-setting and implementation.
- Assists in recruiting, selecting, and interviewing possible volunteers for the ministry.
- Provides material for a monthly volunteer newsletter.
- Understands the organizational chart of the corporation.
- Assures the data entry of client information and client statistics are accurate.
- Responsible for ensuring that the objectives of the Fire Prevention and Life Safety Systems plans are met. The Life Safety Systems include: Emergency Preparedness Plan, Equipment Management Plan,

Fire Prevention Management Plan, Hazardous Material and Waste Management Plan, Safety Management Plan, Security Management Plan and Utilities Management Plan.

- Compiles and submits weekly dashboard reports to Operations Director.
- Maintains reception area.
- Prepares clinic for upcoming appointments by informing Nurses and Advocates of appointments.
- Additional duties as assigned by Operations Director or Executive Director.

### **Client Services:**

- Leads prayer time at the beginning of each shift.
- Oversees discussion and other services provided for patients at respective clinic.
- Provides discussion and services for patients when volunteers are not available.
- Communicate with the Operations Director and Client Services Director any changes and updates to referral resources.
- Be available to respond to Advocates or Nurse Manager questions and needs yet remaining loyal to the mission of the corporation.
- Ensures an appropriate supply of materials is available at respective clinic and when not, orders needed materials.
- Maintain all expenses under budget or within.
- Coaches and counsels Advocates and Nurse Manager to deal with performance needs at respective clinic.
- Consults with the Operations Director regarding problematic Advocates/Nurse manager or nurses prior to taking action.
- Oversees the yearly evaluations of Advocates and Nurse Manager at assigned clinic.
- Works alongside Client Services / Nurse Manager in scheduling duties and coordinates daily volunteer activities during down time.
- Coordinates with Operations Director volunteer in-service trainings at Clinic.
- Maintains a volunteer log in and out and keep track of hours for ED.
- Facilitates educational opportunities.

### **Training**

- Coordinates with Operations Director volunteer in-service trainings at Clinic
- Assists in conducting Advocate/RN training.
- Conducts and supervises the orientation of new Advocates and RNs at the respective clinic.
- Provides “on-boarding” of new Advocates or staff.
- Provides necessary supervision of the in-house training program as set forth in the policies and procedures manual.
- Coordinates and develops the initial orientation of Advocates to clinic with weekly evaluations and progress

### **Development**

- Supports and contributes in all fundraising and educational events.
- Assist Operations Director in making presentations to community partners.
- Additional duties as needed.

