

Medical Services Manager**Reports To:** Program Services Director**Hourly Requirements:** Full time

At the Center for Pregnancy Choices Metro Area, every team member is expected to demonstrate an unwavering commitment to the pro-life cause. Our staff fully embraces the ethical and moral standards outlined in the CPC's Statements of Faith and Principle, Core Values, Code of Conduct, and mission: To Empower the Choice for Life.

We seek individuals who are not only aligned with our vision but are also innovative, detail-oriented, and collaborative in spirit. As an organization committed to making abortion unnecessary and unwanted in our state, we recognize that achieving this goal requires a deep level of sacrifice, flexibility, and passion. Staff should anticipate some evening and weekend work as part of our call to serve.

We value a solution-driven mindset and expect our team to be diligent, industrious, and resourceful – maximizing the generous support entrusted to us by our community. This work demands both heart and excellence as we pursue life-affirming impact together.

Objective: The Medical Services Manager advances the mission, vision, and values of the Center for Pregnancy Choices Metro Area primarily by managing all Cline Center medical services with integrity and excellence, ensuring the exceptional quality of the clinic's medical standards and that each patient is provided with compassionate care and confidential support.

Credentials

- Registered Nurse diploma and BLS certification required
- Limited OB Ultrasound certification (will be provided by the CPC)
- Two years of experience in nursing management preferred

Minimum Qualifications

- Proven leadership and collaborative skills in team environments
- Excellent communication and organizational skills, understanding relevant confidentiality standards
- Exhibit a sincere desire to reach out with the love of Jesus to people in distress
- Sensitivity to client pacing, being able to adjust support strategies to meet clients' needs
- Enjoy setting and reaching goals and having a high level of accountability

Medical Services Management

- Ensure that daily operations of the clinic are being carried out with excellence and integrity, according to the annually reviewed medical policies and procedures based on AHONN, AIUM and NIFLA guidelines
- Implement new medical services, programs, and resources, under the supervision of the Program Services Director, offering ideas and input for improving existing services
- Collaborate with center staff and volunteers to effectively carry out patient services in accordance with standard of care, including delegating and directing projects to be carried out by volunteer staff
- Maintain availability to volunteers to answer questions and provide information and assistance as needed
- Train, mentor, encourage and evaluate medical staff and volunteers and promptly address complaints and resolve conflicts with staff and volunteers based on CPC policy and procedures
- Recruit, interview, hire, and oversee training of new medical staff
- Assess needs of the medical staff and clinic and provide necessary tools, supplies, resources, and training
- Maintain record of certifications required for a licensed medical professional trained in limited ultrasound
- Maintain updated Medical Policy and Procedure Manual ensuring medical staff and volunteers are kept abreast of all updates
- Oversee and approve the default work schedules of nurses and medical personnel, including time off

Administration/ Miscellaneous

- Manage the daily administration of the client database, ensuring that patient records are entered daily, accurately and in a timely manner
- Maintain and compile comprehensive data about the center and provide statistical reports and center highlights as requested
- Ensure completion of required medical and lab reports
- Coordinate with Community Relations for outreach to the community, churches, and other organizations, promoting the ministry's mission, vision and values
- Remain current on patient services offered by Cline Center, such as peer counseling, practical help, sexual integrity education, spiritual guidance, and post abortion recovery counseling, and on information in the pregnancy center referral system and ensure that referrals for continued medical services are current
- Attend trainings, conferences, and staff meetings as required
- Maintain an awareness and understanding of current events, relevant laws, and issues that affect the mission, vision, and values of the CPC
- Keep up-to-date on statistics and information relating to pregnancy, abortion, and adoption through volunteer staff meetings and appropriate media sources
- Manages the scheduling, including time off, of all medical and non-medical staff and volunteers to ensure that each shift is covered to maintain an adequate level of support staff to open and close the office each day

Spiritual and Personal Expectations

Team members at the Center for Pregnancy Choices are expected to:

- Uphold CPC's policies and procedures with integrity and consistency
- Demonstrate dependability, stability, and a clear commitment to the responsibilities of the position
- Support the religious mission of CPC and actively encourage the spiritual growth of both staff and clients
- Express a genuine desire to reach and support at-risk patients considering abortion
- Affirm the humanity of the unborn child in conversations with patients, guests, staff, and the community
- Share the gospel of Jesus Christ and pray with patients and supporters, as appropriate and led
- Lead or participate in team prayer and devotional times as opportunities arise
- Maintain a personal, vital, and growing relationship with Jesus Christ
- Be an active, committed member of a local, gospel-preaching church
- Believe in the sanctity of all human life, from conception to natural death
- Exhibit strong interpersonal skills and spiritual maturity – taking initiative and embracing servant leadership
- Be self-motivated and well-ordered in both personal and professional life
- Demonstrate a warm, gentle, and hospitable spirit to the CPC family, including staff, supporters, and clients

I have read, understand, and accept the description for my position. A copy of the Position Description has been given to me for my records. I acknowledge, understand, and agree that:

- It is to inform and assist me in the performance of my duties.
- It does not constitute an employment contract or confer any rights for any employee.
- It is subject to change at any time without prior notice.

Employee Signature

Date