

# **Miami Valley Women's Center Job Description**

## **Director of Operations**

**Objectives of the Position:** The Director of Operations works closely with the Executive Director to plan, develop, budget, and execute services and programs related to the day-to-day operations of the Miami Valley Women's Center. The position includes leadership and management of all designated staff and oversight of 4 Centers; public relations and advertising; and promotion of the MVWC services and programs.

**Reports to:** Executive Director (ED)

**Supervises:** 4 Center Directors; Volunteer Coordinator; Director of Client Support Services

**Status:** 30 hours per week

### **Qualifications:**

Applicant should:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
2. Exhibit a strong commitment and dedication to the pro-life position.
3. Agree with and be willing to uphold the Statement of Principle, Statement of Faith, General MVWC Policies, and sign the Policy of Conduct.
4. Be able to respect and keep information confidential.
5. Complete the volunteer training and position orientation.
6. Exhibit skill in organization, interpersonal communication, public speaking, problem solving, coaching and mentoring staff and volunteers.
7. Preference given to experience in non-profit work or ministry.
8. Be able to provide spiritual leadership, discipleship, and support to the staff and volunteers.
9. Be able to carry out responsibilities with little or no supervision.
10. Maintain a spirit of cooperation and servanthood to co-workers and higher leadership.
11. LEADERSHIP: Preferably has 3 years of leadership/management experience.
12. EDUCATION: Preference given to Bachelor's degree in management, ministry, education, nursing, or a related field.
13. Be able to commute to 4 centers at least twice/monthly.

### **Overview of Specific Responsibilities:**

1. Make prayer an integral part of day-to-day operations.
2. Provide leadership and managerial oversight for the operations, programs, and volunteers.
3. Provide intake for clients and answer phones as a backup to volunteers or staff, as well as offer nursing services (if RN) or delegated to perform pregnancy tests.
4. In emergency situations, fill in for Center Directors and/or Staff Assistants in their absence.
5. In the absence of the Executive Director (vacation, sickness, or leave of absence) fill in for the Executive Director.
6. Provide policy updates for daily operations and programs, with ED's review and approval.
7. Ensure that policies and procedures are followed to provide excellent service to clients.
8. Oversee and participate in recruiting, selecting, and training paid staff and volunteers.
9. Attend and/or lead Center, Department, Staff, and Team Meetings, as requested by the Executive Director.
10. Attend monthly Board Meetings and quarterly Pastoral and Medical Advisory Board Meetings as requested by the Executive Director.
11. Represent the ministry and services of the MVWC to the community as requested by the Executive Director.
12. Attend prayer meetings at least once a week.

### **Executive:**

1. Ensure that approved policies and procedures are communicated to all staff (paid and volunteer) and followed with uniformity and quality.
2. Communicate with ED client or staff needs, problems, goal setting, and implementation.
3. Provide pro-active leadership to the operations of the ministry.
4. Work with Center Directors and Program Leaders to adhere to Policies and Procedures.
5. Work directly with the ED to provide leadership to the overall ministry.
6. Coordinate with the ED decisions that are beyond standard service procedures that have the potential to impact the organization as a whole internally or publicly.
7. Assist ED in annual operating budget projections for upcoming fiscal year, specifically for centers and programs, but not limited to all budgets.
8. Work with ED, Center Directors, Volunteer Coordinator, and Director of Client Support Services to develop annual Strategic Plans.
9. Review monthly statistics to ensure accuracy, completeness, and targeting of strategic goals.
10. Provide written reports (by the 10<sup>th</sup> of every month) and metrix monthly to ED and others (Care Net) regarding status of operations/programs.
11. Review Strategic Plans with designated staff members on a quarterly basis in order to evaluate progress.
12. Plan and facilitate annual strategic planning sessions with the ED.
13. Attend and participate in monthly Staff meetings 2<sup>nd</sup> Thursday of the month.
14. Lead Center Director meetings 1<sup>st</sup> Wednesday of the month.
15. Oversee referring process to area agencies for all 4 Centers.
16. Keep current communication with eKyros (appointment scheduling) and Optionline.
17. Oversee and coordinate the general maintenance of facilities and facility equipment.
18. Provide input and leadership for establishing new center locations.

### **Volunteer Relations:**

1. Supervise training, orientation, and ongoing training of the volunteers.
2. Review monthly schedules for staff and volunteers to ensure adequate coverage for client care on all shifts at all centers.
3. Plan with the Volunteer Coordinator the annual Volunteer Dinner and annual In-Service meeting.

### **Supervision/Evaluation:**

1. Provide supervision of all four centers' operations, programs, services, and volunteers.
2. Conduct annual performance evaluations for all direct reports and oversee the evaluations for all volunteer client advocates.

### **Development and Public Relations:**

1. Maintain a working relationship with agencies, physicians, churches, and referring organizations along with Center Directors, Director of Development, and ED.
2. Represent the MVWC to pastors, churches, and other organizations regarding the services and programs as requested by the ED.
3. Participate in donor development, fundraising events (Walk 4 Life and Gala), and Development Department meetings as requested by the ED.
4. Assist the ED in the development of promotional materials, advertising, and social media.

**The Director of Operations shall receive at least one annual written and oral evaluation by the Executive Director.**

**August/2018**