



Hope Clinic for Women Job Description

Position Title:	Pregnancy Services Manager
Position Type:	Regular, Full Time. Monday through Thursday 8:30am to 5:00pm and Fridays from 8:30am to 2:30pm. Occasional nights or weekends for client classes, volunteer training or fundraising events. All changes due to vacation/illness/offsite events/etc. should be approved by the Client Programs Director and noted on the HCFW Group Calendar.
Work Environment:	This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.
Reports To:	Client Programs Director

Mission

Hope Clinic for Women is a faith-based, safe and confidential place for anyone dealing with life choices regarding past, present and future pregnancies. We provide medical care, professional counseling, education classes and case management for anyone regardless of age, race or religion.

Vision

Hope Clinic for Women is a Christ centered ministry existing to honor the sanctity of all human life as exemplified by:

- Teenagers and single adults choosing abstinence until marriage;
 - Women and men choosing life for their child in the midst of a pregnancy;
 - People experiencing God's grace and forgiveness after an abortion;
 - The transformation of hearts and lives by discovering the purpose/potential God intended for all His children.
-

Management of Pregnancy Services and Bridge Program

Overseeing the flow of 700-800 incoming pregnant clients from the moment of their initial call through their entire experience with the pregnancy program (up to one year postpartum).

Management

- Provide quality control and oversight of all pregnancy department services performed by staff, interns and volunteers.
- Supervise Pregnancy Services Coordinator and Case Manager
- Recruit, train, and supervise graduate social work interns.
- Screen, train, supervise, and celebrate Pregnancy department volunteers.
- Ensure department policies are followed and revise as needed.

Incoming Contact from pregnant clients:

- Oversee training, completion, tracking and analysis of incoming calls to ensure quality of care and successful scheduling of onsite visits.
- Answer phone calls/texts as needed in times of high call/text volume.
- Provide limited front desk coverage.

Initial Pregnancy Test (PT) Visits:

- Provide management and oversight of pregnancy department appointments: Pregnancy Test, Options Counseling, Ultrasound, and Bridge Program Assessment.
- Implement process improvement for pregnancy department appointments to ensure efficient staff coverage and utilization and maximize appointment slot times.
- Coordinate with Medical department to provide pregnancy verification, prenatal education, and ultrasounds, where appropriate.

Bridge Program: parenting support from 1st trimester through one year postpartum (includes free mentoring, counseling, education classes and case management in exchange for material assistance):

Bridge Program Intake:

- Supervise staff responsible for program intake and complete intakes as needed.
- Ensure pregnant clients enrolled in Bridge Program are paired with a mentor or counselor within 30 days of intake.

Bridge Mentoring:

- Train, pair, and support volunteer mentors.
- Provide mentoring in limited cases.

Bridge Counseling

- Coordinate with Counseling department to pair clients with intern counselors.

Bridge Classes/Groups:

- Oversee creation of a class schedule in coordination with clinic staff and organizational partners.
- Oversee training of class/group instructors, approve content, and ensure client outcomes and satisfaction.
- Back up for day-to-day management of classes/groups when Pregnancy Case Manager not available.
- Teach seminar-style classes as needed/qualified.

Maternity Store:

- Maintain relationships community partners.
- Supervise Pregnancy Coordinator to ensure overall maintenance of the maternity store.
- Take clients to shop as needed when staff/volunteers/interns are not available.

Case Management

- Maintain and utilize list of referrals for services not provided by Hope Clinic for Women

Data Tracking and Analysis

- Responsible for oversight of capturing clinical data, ensuring its accuracy (strong knowledge of EHR and Microsoft Office needed); ensure that all Pregnancy and Bridge visits are entered in EHR in a timely and accurate manner.
- Responsible for identifying and reporting trends and/or gaps in services to Client Programs Director.
- Oversee the identification of clients willing to share their stories and collection and recording monthly testimonials (written, photos, newsletter, special pieces, events, interviews).

Outreach

- Pursue and maintain community partnerships and collaborations to advance the clinic's mission.
- Provide trainings or presentations (internally and externally) in coordination with Client Programs Director and/or Outreach Manager.
- Secure coverage for community health fairs and other outreach events; attend as needed.

Administration

- Complete the Pregnancy department strategic plan in collaboration with rest of the client program team.
- Works with senior management to determine annual budget.
- Oversee monthly management of budget (turning in invoices, reviewing expenses, ordering supplies as needed).
- Complete the Pregnancy section of the Client Committee Report, ensuring the data is accurate; provide commentary and insight about the data.

Meetings:

- Biweekly staff check-ins
- Weekly check in with Client Programs Director
- Weekly meeting with Client Services Team

- Monthly all-staff meetings
- Monthly Managers' Meeting with CEO
- Quarterly Staff Retreats
- Attend main fundraising events for Hope Clinic (March and December)

Degree/license/experience requirements:

- Master of Social Work (required)
- 2 years Management experience
- Project Management experience
- Clinical licensure beneficial
- Additional languages spoken beneficial

AAP/EEO Statement:

Hope Clinic for Women provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, disability or genetics. In addition to federal law requirements, Hope Clinic for Women complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Hope Clinic for Women expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.