



Job Title: Family Services Manager

Reports Directly To: Holland Center Director

Supervises: Family Services Coordinator and education and material services volunteers.

Primary Objectives: The Family Services Manager is responsible to develop and oversee family support and education programming. The Family Services Manager will provide assistance to the Holland Center Director in the oversight, training and care of volunteers while helping to ensure the quality of all client services and helping to bring awareness through community relations and fundraising. The Family Services Manager will work in the community to promote the education programming offered at Positive Options as well as gather community resources available to clients. The Family Services Manager will work alongside churches, especially Spanish-speaking churches to promote interaction with our clients.

Key Responsibilities:

- Make prayer an integral part of the day-to-day operation.

Volunteer Management

- Lead prayer time at the beginning of each shift, in agreement with the Center Director.
- Oversee the pregnancy center as requested by the Center Director
- Answer phones and attend the front desk when a receptionist is not available, as requested.
- Assist in scheduling volunteer in-service trainings and be present at training.
- Follow Biblical principles for confrontation when the need arises.
- Keep current on all Positive Options' policies and procedures.
- Train education volunteers in use of the Bright Course program and materials.
- Oversee all education and material services volunteers.
- Oversee on boarding and training of new education and material services volunteers.

Client Services

- Help to ensure the quality of all client service activities.
- Provide peer counseling and services for clients.
- Assist Center Director with statistical information, including data entry.
- Interact with the Center Director to relate client problems and goal setting.
- Maintain needed educational supplies, educational materials, client resources for both English and Spanish. Communicate with the Center Director when materials are needed.
- Maintain the price list for the baby store.
- Maintain and update the Amazon registry for the Holland Center.
- Oversee the Education Program in collaboration with the Family Services Coordinator.
- Oversee the referrals of clients to mentoring programs, in collaboration with the Family Services Coordinator.
- Interact with the Center Director to relate client problems and goal setting.

- Oversee client related programming that happens in the churches in partnership with Positive Options.
- Network and partner with community agencies offering educational and life-skill opportunities (out-sourcing).
- Follow up with clients as needed.

Hispanic Program

- Perform Spanish client intake interviews and counsel Spanish speaking clients who come in for pregnancy tests.
- Witness ultrasounds for Spanish speaking clients.
- Take Spanish speaking phone calls and assist Spanish speaking walk-ins.
- Develop, compile, and organize Spanish materials.
- Oversee and conduct Spanish education classes.
- Partner with the church engagement team to reach out to Hispanic churches to share available resources and build partnerships.

Promotional/Fundraising

- Assist Center Director in all fundraising, speaking or promotional events as needed.
- Assist in planning and hosting of Volunteer Appreciation events.
- Assist and Oversee volunteer groups that come to the center to serve in the area of material services.
- Oversee and coordinate material services drives, that the churches and community agencies do for Positive Options including but not limited to creating a list of needs, and coordinating pick up and/or drop off of items.
- Lead tours of the Center, when needed.

Miscellaneous

- Attend and contribute to Staff Meetings, other meetings, and special Positive Options events, as requested.
- Complete specific duties as assigned by the Center Director.

Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Maintain and promote a lifestyle of sexual purity.
- Exhibit a strong commitment and dedication to the sanctity of all human life.
- Agree with and be willing to uphold the Statement of Faith, Statement of Principles, Mission Statement, and policies of Positive Options.
- Be in consistent fellowship at a local church.
- Hold a Bachelor's degree, preferably in a helping field, or related experience equivalent, preferred.
- Be bi-lingual Spanish/English.
- Skilled in interpersonal communication, some public speaking ability, and problem-solving skills.
- Possess a thorough understanding of pregnancy care center ministry and administration, having experience in client counseling, follow-up, and support.
- Possess a good knowledge of human reproduction and conception, fetal development, abortion techniques, methods and after effects, and the ability to effectively articulate these areas with a variety of audiences.

- Proficiency in both oral and written communications.
- Proficiency in computer skills, with ability to utilize Word, Excel, PowerPoint, Google search engines and google drive, etc.
- Possess the ability to manage several tasks at the same time.
- Ability to establish and maintain cooperative working relationships.
- Ability to carry out responsibilities with little or no supervision.

Training:

- Attend Pregnancy Center Volunteer Training (once).
- Attend New Director Track at Care Net Conference (once).
- Attend conferences, seminars and workshops as agreed upon by the Executive Director.

Physical Demands:

- Ability to frequently use a computer and telephone.
- Ability to physically navigate both in and out of the office.
- Ability to drive and travel.

Employment Status: Full-Time Non-Exempt – 32 hours per week

I acknowledge that I have received a copy of this job description.

Signature _____

Name (Printed) _____ Date ____/____/____

(Copy to be given to the individual with the original kept in his or her personnel file.)