

AGAPE PREGNANCY RESOURCE CENTER

Job Description

JOB TITLE: Clinic Manager

REPORTS TO: Director of Client Services. Ensures all medical ultrasounds and communication of these services are reviewed and overseen by the medical advisor.

OVERSIGHT OF: Clinic Patient Advocates/ Clinic logistics/ Patient Flow/ Medical Services

ORGANIZATIONAL MISSION

What we do

Agape Pregnancy Resource Center demonstrates the Truth and unconditional love of Jesus in a safe and confidential environment to women, men, and families experiencing pregnancy or the effects of sexual relationships.

Learn more at <https://agapedsm.com/>.

ENVIRONMENT & CULTURE

Who we are

As a team, we fully support each other so that together we can accomplish more. We enjoy wit, humor, and comradery, so working together is filled with laughter. However, we are serious about working hard with everyone putting forth their best effort and paying attention to details. We are passionate about helping others and have a heart for reaching out to those in need. Above all, we seek to live out the Gospel of Jesus Christ through the way we work and interact. Agape places great emphasis on teamwork and supporting each other. We require people to be a good fit with our philosophy of how we work as a team. We need people who are hard-working, consistent, and take initiative. Listening skills and critical thinking are paramount. Open-mindedness and being comfortable in giving and receiving feedback are essential. Being flexible with change and able to work in a sometimes-chaotic environment is necessary. Since Agape is faith-based, all team members must ascribe to the Agape Pregnancy Resource Center's Statement of Faith and be committed to the sanctity of human life. Team members must be committed followers of Christ and be willing to share their testimonies with gentleness and respect as in 1 Peter 3:15.

POSITION

Purpose and Scope

The Clinic Manager oversees and provides support and care to the client, oversees and provides support to the clinic patient advocates, and maintains professional standards of care, following the ANA Code of Ethics. Under the director of the Director of Client services, the Clinic Manager is responsible for immediate supervision of a wide variety of clinic functions, planning and performing direct and indirect nursing interventions, and is responsible for supervising, organizing, planning, assessing and monitoring the medical services provided by the patient advocates in the Agape clinic location. The Clinic Manager

also works in conjunction with the medical advisor, physicians, nurses, and Patient Advocates to assure that patients are receiving the best medical, nursing, and psychosocial care possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Responsibilities:

- Oversight of the monthly volunteer coverage calendar by the 20th of each month for review, approval by supervisor.
- Volunteer message to be sent to the Director of Client services to be included in the monthly email correspondence by the Director of Client Services.
- Proficiency on the database (EKYROS)
- Accountable for client information and statistics related to clinic service lines.

Management Responsibilities:

- Assist in volunteer interview as requested by the Director of Client Services.
- Notify the Director of Client Services of any performance improvement program or intervention needed with volunteers.
- Clinic Manager will perform annual reviews of volunteers in the clinic and turn in for review, feedback, and oversight to Director of Client Services. Any additional volunteer reviews will be completed by the Director of Client Services.
- Monitor and maintain clinical compliance in coordination with the Director of Client Services, medical advisor, and CareNet practices.
- Have the ability to cover any role within the clinic as a sonographer, nurse, receptionist, and patient advocate
- Attend staff meetings weekly run by the Executive Director and prepare to share a report of area of oversight.
- Attend monthly one-on-one meetings with the Director of Client Services to review questions, concerns, exchange feedback, celebrate accomplishments, and identify needed support in your role.
- Attend volunteer training annually led by the Director of Client Services
- Maintain open communication, professionalism, and respect of all staff and volunteers.
- Ensure that ongoing communication is being done via email to inform the Director of Client Services of tours, external contacts, connections, relationships, partnerships, volunteerism (both individuals or groups) to allow follow up and 360 degree communication
- Follow the ongoing model of continuous delivery (development, integration, testing, deployment, monitoring, feedback) to ensure that we are always expanding and improving how we serve our clients
- Develops, maintains, reviews and updates clinic policies and procedures.
- Maintains a working knowledge of nursing methods, principles and practices in relation to the prevention and treatment of disease, safety and infection control, clinical systems, supplies and equipment.
- Assures compliance with infection control guidelines.
- Will allot coverage of 4-5 appointment daily during clinic hours. Any closures or blocking out of schedule to be approved by the Director of Client Services.

Training Responsibilities:

- Assist with teaching one in-service a year related to clinical practices (i.e. infection control, STD's, ultrasound volunteer conduct, etc.)
- Oversees training and orientation of the clinic medical team volunteers.

Clinical Responsibilities:

- Provides clinic care: assesses patient needs and makes nursing judgements that reflect safe practices within physician orders.
- Maintains accurate records and follow-through on physician orders.
- Assure accurate implementation of physician's orders and advises physician of patient's progress and changes in condition.
- Provides education for patient and family to develop an understanding of their health condition.
- Oversees patient follow-up per patient standardized procedures.
- Oversees performance of pregnancy tests.
- Oversees collection and follow-up of STD tests.
- Oversees performance and implementation of limited obstetric confirmation ultrasounds in accordance with policy and physician orders. Increases knowledge of management, obstetrical, and gynecological care and women's health issues.

Public Relations:

- Represents the clinic in the community as delegated.
- Attends conferences that offer professional training and information pertinent to the clinic's practices.

Daily Tasks:

- Check email and messages.
- Pray with the volunteers and participate in devotions led by the Director of Client Services 2x's daily
- Support, coach, mentor, and build relationships with patient advocates
- Complete annual reviews of patient advocates and update emergency contact form annually.
- Meet with Director of Client services PRN for support and monthly 1:1.
- Provide backup support for advocates as needed. Calling the Director of Client Services for supportive needs PRN.
- Stock ultrasound room with supplies
- Stock test room with supplies and paperwork
- Get any ultrasound paperwork ready for appointments for the day.
- Complete ultrasound reports after every ultrasound.
- Enter any ultrasounds reports into Ekyros
- Make note of ultrasounds done on the "Ultrasound Scan Log"
- Make follow-up calls to patients (as needed)
- Answer all medical question phone calls we receive
- Create and manage patients' medical files (for ultrasound and STD info only)
- Enter STD test results and call results to patients
- Meet with medical patients during their visit to Agape - complete Health History form. This includes pregnancy tests and STD tests for women/men.
- Meeting includes delivering pregnancy test results, healthy pregnancy education, determining if patient meets ultrasound criteria, scheduling ultrasound appointments, and physician and community referral

- Update ultrasound scan log
- Be sure all patients are logged
- See if physician has signed off on ultrasound reports – make note of date this happened on ultrasound scan log
- Confirm STD tests are received from Polk County Health Department (PCHD).
- Order supplies under the D.O.C. approval for clinic needs

Job Qualifications:

Required

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Exhibit strong commitment and dedication to the pro-life position and sexual purity.
- Agree with and be willing to uphold the Statement of Faith and adhere to the policies of the center.
- Have a bachelor’s or associates as an ultrasound technician or registered nurse and holds a currently active licensure.
- Be able to provide spiritual leadership, discipleship, and support to the volunteers and fellow staff.
- Highly organized, thorough, and detail-oriented
- A professional demeanor and the highest level of discretion is essential in the management of confidential information
- Motivated self-starter with strong problem-solving, analytical & decision-making skills who can manage people with minimal guidance
- Ability to multi-task, learn new processes quickly, and collaborate with others giving priority to following-through and producing overall quality work
- Has a sincere desire to reach out to abortion-vulnerable and abortion-minded women.

Additional Information:

Starting date: Effective on (DATE)

Starting wages: Compensation is negotiable based on experience

Job hours: This position is hourly and requires an average of 32 hours per week. Hours or Mon-Thurs and one Saturday a month from 9-12.

Confidentiality: This position includes access to sensitive and personal information thus requiring a confidentiality agreement to be signed and honored.

Signature of Clinic Manager	Date
-----------------------------	------

Signature of Executive Director	Date
---------------------------------	------

