

Job Title: Center Coordinator

Reports To: Director of Operations / COO

FLSA Status: Nonexempt



Summary

The Center Coordinator, an employee of JMJ Pregnancy Center, is responsible for providing leadership, focus, and structure that supports achieving JMJ's mission. The Center Coordinator leads the effort in supervising the day-to-day operations at a specific location of JMJ through coordinating staff and volunteers within the center, administering client services according to set operational protocols, and ensuring the atmosphere of the center is focused on achieving fluidity with other centers across JMJ. He / she is the primary liaison between the center and the Director of Operations / COO for JMJ, offering clear and concise communication over all center activities. The Center Coordinator is directly supervised by the Director of Operations / COO and is responsible for supporting and implementing client services, community involvement, and center updates. He / she is a practicing Catholic who upholds Catholic social teaching on the sanctity of life and family planning, providing a spiritually uplifting platform for the organization to impart dignity and honor to women and families facing an unplanned pregnancy.

Essential Duties, Objectives, and Responsibilities

The structure and functions of the Center Coordinator role are represented by the following action items including, but not limited to: *(with reasonable accommodations made to enable individuals with disabilities to perform the essential functions)*

- Providing sound spiritual leadership and a solid Catholic identity for the ministry and mission of JMJ
- Attending public relations events to support and promote pro-life organizations and activities, while representing the mission of JMJ
- Developing and maintaining positive working relationships with other key players at JMJ such as Center Coordinators, medical staff, volunteers, case managers / social workers, community partners, educators, donors, clients, and other key stakeholders that further the mission of JMJ in collaboration with the Director of Operations / COO
- Collaborating with the Director of Operations / COO to conduct staff / volunteer appreciation events that promote the mission and vision of JMJ, fostering personal / professional growth, excitement, commitment, and loyalty to the organization
- Articulating operational policies and procedures to staff and volunteers with guidance from the Director of Operations / COO
- Updating and maintaining client records and volunteer hours on a daily basis
- Ordering needed supplies for the center with approval and collaboration from the Director of Operations / COO
- Touring and scheduling volunteers with approval and collaboration from the Director of Operations / COO
- Maintaining a safe and clean center environment for staff, volunteers, and clients with regular services from the cleaning company, HVAC provider, pest control, and fire inspection documented for the Director of Operations / COO
- Serving as the direct support staff to the Director of Operations / COO

- Maintaining effective communication and rapport with the Director of Operations / COO and providing monthly center reports outlining key organizational metrics, stats, and updates on ministry initiatives
- Supporting the overall strategic planning for the organization, effectively carrying out operational protocols with the staff, volunteers, and key stakeholders in collaboration with the Director of Operations / COO
- Meeting weekly with the Director of Operations / COO to give status reports on the center's day-to-day operations, ensuring the efficacy of systems and processes to measure success that can be effectively communicated to the Executive Director / CEO
- Collaborating with the Director of Operations / COO to ensure that each center operates within budget by providing monthly expense reports and maintains sufficient staffing by providing monthly staff / volunteer hours
- Collaborating with the Director of Operations / COO to develop and identify key operational metrics focused on enhancing client and community services within the center
- Collaborating with the Director of Operations / COO to communicate information about area churches and community groups interested in providing services such as financial and operational support
- Collaborating with the Director of Operations / COO to ensure all operational initiatives are carried out based on the policies and procedures in place with support through ongoing training and development
- Collaborating with the Director of Operations / COO to ensure staff and volunteers are following operational protocols, exposed to organizational training and community events, and receiving ample appreciation for their efforts in their day-to-day operations
- Collaborating with the Director of Operations / COO to enhance and improve operations long-term by regularly meeting to evaluate key metrics, performance, client services, community involvement, and donor relations at the centers
- Collaborating with the Director of Operations / COO and JMJ's Medical Director to communicate specific medical needs within client services
- Collaborating with the Director of Operations / COO and Catholic Charities to communicate specific case management needs within client services
- *(As new operational initiatives roll out from the organization's overall strategic plan)* Collaborating with the Director of Operations / COO, Medical Director and supporting physicians, other nursing and medical staff, Maternity Home and Medical Clinic Coordinators, Sidewalk Counseling and Education Coordinators, and Case Managers / Social Workers to achieve the operational objectives and goals while promoting the organization's overall culture and vision of the JMJ mission to support and protect life

Qualifying Abilities, Education, and Experience

To perform this job successfully, an individual must be able to uphold and affirm the position of Catholic social teaching on the sanctity of life and family planning. He / she must be able to establish an affinity with the work that is performed within the ministry (i.e. advising and ministering to pregnant abortion-minded women and abortion-vulnerable women from all walks of life) and have the ability to understand the daily spiritual battle that is faced by the staff and volunteers. Spiritual maturity in their Catholic faith will be recognized by referencing previous work experience in ministry, as well as personal character witnesses from respected friends, priests, ministry leaders, and community partners.

A Bachelor's Degree in nonprofit management / ministry is preferred or an Associate's Degree in management, social work, or comparable field with equivalent experience in the industry. This position will best be defined by a professional acumen pointing to demonstrated success in administration and leadership, with extensive experience in community service and missionary work.

He / she is someone who enthusiastically supports pro-life ministry and activities and understands the dynamics and challenges of supporting a nonprofit pregnancy center that relies heavily on community involvement and private donations.

- Strong interpersonal and conflict resolution skills
- Excellent oral and written communication skills, especially in drafting center reports and communicating center updates between the leadership team and center support staff
- Intermediate skills in using Mac and Microsoft applications (i.e. word processing, databases, spreadsheets, email, publishing, presentations, graphic design, marketing)
- Dedicated commitment to the JMJ mission possessing integrity, professionalism, compassion, spiritual maturity, and respect for diversity
- Moderate to advanced bilingual language abilities in Spanish, French / Haitian Creole, or Portuguese are a plus; fluency in English is required for this position

Supervisory Oversight

This role has limited supervisory oversight for the following positions:

- Volunteers (with additional supervisory oversight by the Director of Operations / COO)

Working Conditions

The working hours of this position are limited to 30 hours per week. This person will need to be able to adapt to a flexible schedule, supervised by the Director of Operations / COO, being available in the evenings and on weekends, as needed, to complete various organizational / ministry-focused tasks. He / she must be willing to work in conditions of stress and function well under pressure.

Working for a Catholic pregnancy center, we must recognize and be attuned to the fact that spiritual attacks are real and that the Evil One will do everything in his power to infiltrate our space, confuse our spirit, and cause discord within our ministry. It is strongly recommended, but not required, that the Center Coordinator have a spiritual director that can be a source of holy comfort and guidance during spiritually difficult times. It is also suggested that the Center Coordinator participate in JMJ Masses, exorcisms, and consecrations performed on a regular basis at the pregnancy center. This will not only be a source of spiritual cooperation for the staff and volunteers, but for the clients and community partners utilizing JMJ's services. Seeking God in truth and in love must always be at the center of this important role.