



Clinic Manager Position Description

General Summary: Under the medical oversight of the Medical Director, the Clinic Manager provides immediate supervision of medical services and trains and manages nursing personnel. The Clinic Manager is responsible for organizing and monitoring the medical services provided by the Center, ensuring that all care is provided in accordance with professional standards and the Center's ministry values.

Reports To: Medical Director and Executive Director

Hours/Wages: Salaried, Exempt; Approximately 30 hours per week; Pay commensurate with experience. Eligible for health insurance benefits and PTO.

Qualifications:

1. Demonstrates a close personal relationship with Jesus Christ, spiritual maturity, and a prayerful, evangelical witness. (Required)
2. Holds a strong commitment to protecting the sanctity of human life and upholding chastity. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion. Exhibits a strong desire to minister to an at-risk population with excellent nursing, psychosocial, and Gospel-focused care. (Required)
3. Expresses full agreement with Assist's Statements of Principle and Faith, Code of Ethics, and Policies and Procedures. (Required)
4. Demonstrates clear written and verbal interpersonal communication skills. (Required)
5. Possesses administrative and managerial experience, with strong organizational skills and excellent attention to detail. Functions as a self-starter and demonstrates ability to problem-solve, research, and identify relevant resources. (Required)
6. Has proven experience in reporting, file management, and electronic medical record software applications. (Required)
7. Holds a current medical license (RN, APRN, PA) in good standing with the Virginia Medical Board. (Required)
8. Holds a BSN (Required); holds advanced practice degree. (Preferred)
9. Is trained in obstetrical ultrasound (Preferred) or is willing to complete training in limited obstetrical ultrasound. (Required)
10. Able to work occasional evening hours as needed in conjunction with clinic's expansion in service hours. (Required)
11. Possesses clinical experience in L&D, an OB/GYN practice, public health education, or related fields. (Strongly preferred)

Responsibilities:

Administration and Medical Operations:

1. Ensures accurate implementation of Medical Director's orders.
2. Develops, reviews, and recommends relevant updates to medical Policies and Procedures (P&Ps), submitting proposed changes for approval.
3. Implements clinic P&Ps, including compliance with OSHA, CLIA, privacy practices, and infection control.
4. Works closely with the Client Services Manager to integrate medical and non-medical workflow, ensuring efficiency and effectiveness in scheduling and service delivery.
5. Audits client records on an ongoing basis, supervising quality assurance and risk management initiatives. Advises Executive Director regarding annual health and safety requirements for personnel and facility.
6. Develops annual medical supply and training budget recommendations; oversees medical supply inventory and stocking.
7. Ensures the proper operation and routine maintenance of medical equipment; ensures that all medical equipment and the exam room are properly disinfected and cleaned.
8. Oversees charting of medical services and reports statistical information pertaining to medical services.
9. Maintains and updates as needed all medical consent, precaution, privacy, and health education forms, submitting changes to ED and Medical Director for approval.
10. Maintains working knowledge of client scheduling, phone, and reception protocols, providing occasional reception support as needed.

Client Care:

1. Provides clinical services (pregnancy testing, ultrasound consultations, medical education) in accordance with established P&Ps and Medical Director's standing orders.
2. Documents client care in chart; properly maintains, archives, and manages electronic and hard copy client medical records, with careful attention to client confidentiality and privacy.
3. Discusses clinical questions, as needed, with the MD, meeting regularly for ongoing clinical supervision and guidance.
4. Conducts follow-up with clients, as indicated, and in coordination with Client Services Manager.
5. Provides medical education to client and family on topics related to pregnancy, fetal development, abortion procedures, sexual health, sexual risk avoidance, and childbirth.
6. Ensures client education materials are medically accurate and current, working with the Client Services Manager to inventory, identify needed updates, and submit recommendations for content changes or additions.
7. Provides clients with referrals for medical care and follow up, maintaining an updated referral listing of area life-affirming medical practices and resources.

Personnel Supervision:

1. Helps recruit qualified medical team members to meet the needs of the clinic.

2. Orients new medical team members to philosophy of care, ministry, and clinic practices. Provides teaching to new medical team members and training content in general volunteer trainings related to medical practices of clinic.
3. Organizes and directs other medical staff, providing proactive clinical training, supervision, task oversight, and periodic review.
4. Maintains staff and volunteer medical records, coordinating training requirements with the Client Services Manager for new client services personnel.
5. Ensures new personnel complete OSHA orientation and annual refreshers; monitors facility compliance, making recommendations for improvements to supervisors.
6. Coordinates annual personnel health and safety training and screening requirements, ensuring up-to-date personnel files.
7. Recommends in-service training topics for medical staff to the Medical Director and Executive Director for periodic training sessions.
8. Assists in conducting new volunteer training sessions or educating other staff as needed.
9. Identifies relevant educational and clinic resources to strengthen client education; trains medical personnel in integrative, holistic care performed in accordance with clinic's values.

General Ministry Participation:

1. Attends staff meetings and all in-service trainings.
2. Completes CEUs annually and proactively seeks to increase professional skills, knowledge, and understanding of pregnancy and prenatal care, women's health issues, patient educational theory, lay counseling communication skills, and related topics.
3. Attends medical training conferences and/or webinars specific to pregnancy ministries for ongoing skills refreshment.
4. Participates in all ministry fundraisers and ministry wide activities.

The Clinic Manager will receive an annual review by the Medical Director and Executive Director.