



## RESPECT LIFE MINISTRY JOB DESCRIPTION

**Position:** Program Coordinator, Pregnancy Help Center – Full Time  
**Office:** Respect Life Ministry  
**Reports to:** Director, Respect Life Ministry  
**FLSA Status:** Exempt

### **PURPOSE**

The Program Coordinator is responsible for overseeing the activities of the pregnancy center, and planning, organizing and coordinating the activities of the center. This position also prepares and analyzes budgets for the pregnancy center and the outreach programs that fall under its direction. Working under the Archdiocesan Director and the administrative office, the Program Coordinator also engages in extensive outreach to local parishes to solicit volunteer involvement and funding, with a goal of growing the visibility of the ministry in the community. This position also facilitates training for employees, volunteers, and program recipients and performs administrative duties and tasks as well. The Pregnancy Center Program Coordinator performs all duties and responsibilities in alignment with the mission, vision and values of the Respect Life Office and the Archdiocese of Miami.

**ESSENTIAL FUNCTIONS** include the following. Other duties may be assigned.

1. Supervise the activities and evaluate the work of the staff and volunteers of the pregnancy care center, ensuring that they remain updated on the policies and procedures of the respective pregnancy center. This includes both direct and indirect supervision of volunteers.
2. Direct, plan and coordinate all direct service activities, operations, and funding of the pregnancy center. This includes establishing and overseeing administrative procedures to meet objectives set by the Director and Assistant Director.
3. Resolve problems and issues escalated from the staff or volunteers who provide direct service and counseling support to clients. Apprise Director of issues that present as trends and provide input on determining and/or modifying policies and procedures and selecting training interventions.
4. Build relationships with referral agencies and services, maintaining a pipeline of providers of direct services of which clients are unable to obtain at the pregnancy center.
5. Oversee parish participation in the volunteer activities of the pregnancy centers, including supervision of parish coordinators, administering evaluations from parish representatives, building and maintaining an active parish representative list, implementation of fundraising initiatives, and volunteer recruitment. Act as liaison between parish coordinators and volunteers.
6. Plan and administer budgets for the center and other operating expenses.



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7. Prepare annual report for Director. This involves analyzing monthly financial and statistical reports of the pregnancy care center and compiling the data.
8. Approve timecards and submit payroll information to administrative office on a bi-weekly basis.
9. Collect data on client activity and prepare monthly and annual reports to satisfy the requirements of the State of Florida Pregnancy Support Services Program funding.
10. Monitor activities funded by Pregnancy Support Services Program to ensure FPSSP compliance.
11. Manage job performance of pregnancy center employees, recommending appropriate action to Director as needed, including training recommendations.
12. Perform all administrative duties for educational workshops, including preparing training materials, enrolling participants and tracking attendance.
13. Oversee and train facilitators to provide educational classes for service recipients of the pregnancy center.
14. Facilitate Virtus training, fingerprinting, and cultural sensitivity training for all pregnancy center staff and volunteers.
15. Equip center and maintain inventory on supplies, purchasing as needed.
16. Assist with other Respect Life Office tasks as needed with empathy, confidentiality and discretion, demonstrating excellent internal and external customer service.
17. Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:** Directly supervises: Ultrasound Technician. Sets expectations and trains volunteers.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and Experience.**

- **Minimum:** High School diploma and administrative experience in a social-service or customer-service environment.
- **Preferred:** Bachelor degree in human services or related area and two years of experience in the administration of social service programs.
- Experience in providing direct social services required; clinical experience a plus.
- One year experience in operations management required.
- Some accounting or bookkeeping experience preferred.



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- Fundraising or other revenue-generating experience preferred.
- Experience in a Roman Catholic environment preferred.

### **Language Skills.**

1. Minimum: Good oral and written English-language communication skills, including clear speaking voice.
2. Preferred: Good Spanish-language spoken communication skills.

### **Licenses or Registrations.**

1. Must have valid Florida driver license with good driving record and automobile insurance.

### **Other Knowledge, Skills, Attitudes.**

2. Knowledge of basic tenets of Catholic Church and parish structures.
3. Must be supportive of the mission and tenets of the Roman Catholic Church.
4. Excellent personal interaction skills, including ability to maintain focus on and professionalism with people in challenging and crisis situations, both in person and by phone.
5. Skilled in needs analysis and problem resolution; ability to actively listen to concerns, make quick assessments and lead people in crisis to solutions.
6. Knowledge of business and management principles involved in resource allocation, and coordination of people and resources.
7. Good computer application skills, including word processing and proficiency in spreadsheets.
8. Good written communication skills, including spelling and grammar required.
9. Good time management, including ability to manage several projects at the same time.
10. Must be able to multi-task and retain accuracy in an environment of competing deadlines.
11. Must have a professional demeanor.

## **COMPETENCIES**

**Customer Focus (Internal and External):** Effectively meeting customer needs and taking responsibility for customer satisfaction.

**Attention to Detail / Quality Orientation:** Accomplishing tasks by considering all areas involved, including minute details; showing concern accuracy and good quality output; accurately checking processes and tasks. Monitoring activities.

**Collaboration:** Working effectively and cooperatively with others, asking clarifying questions for the purpose of achieving common objectives. Building and maintaining good working relationships with employees.



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**Dependability:** Being reliable, responsible, and dependable, and fulfilling obligations with a willing attitude.

**Managing Work:** Effectively managing time and resources to ensure that work is completed to meet expectations.

**Inductive Reasoning / Problem Sensitivity:** Sensitive to observation and identification of issues presenting out-of-the-norm and that may be indicative of problems needing to be addressed.

**Work Standards:** Set expectation of high performance standards and hold oneself accountable for accurate and timely completion of tasks and projects.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires periodic travel to local entities and administrative offices
- Requires occasional evening work
- Must be able to lift and move up to 25 pounds on occasion
- Must be able to sit for extended periods of time
- Must be able to enter data on the computer for extended periods of time

### **DISCLAIMER**

The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.