



**CARE NET PREGNANCY CENTER OF DANE COUNTY
JOB DESCRIPTION**

JOB TITLE

Review Date: 7/2017

-
- **Title:** Residential Program Operations Manager
 - **Reports To:** Chief Operating Officer
 - **Supervises:** The Elizabeth House Case Manager, Residential Staff, and volunteers
 - **Position Analyst:** Chief Executive Officer
 - **Date Analyzed:** 07/2017
 - **Wage Category:** Exempt
 - **Hours:** 40 hours per week. Occasional evening and weekend hours may be required.

JOB FUNCTION

The Residential Program Operations Manager oversees the program and operations of The Elizabeth House under the direction of the Chief Operating Officer. This position includes supervision of TEH staff, volunteers and residents as well as staff and volunteer training, program evaluation, and implementation of new initiatives. Spirit-led servant style leadership from this person will foster a safe and warm community environment while providing residents with a biblical foundation to promote lifelong learning for spiritual, relational, and economic success. In coordination with TEH staff, this person will oversee the care of each resident, encourage acceptable habits and attitudes, manage resident behavior, and provide support to meet the goals and objectives of the program.

DUTIES & RESPONSIBILITIES – ESSENTIAL FUNCTION OF JOB

Program Development Duties:

1. Oversee all programming to fulfill the TEH mission and address resident benefit and need.
2. Involved in evaluation of all programs used by and provided to residents.
3. Involved with intake interviews with prospective, incoming and departing residents.
4. Develop and facilitate The Elizabeth House advisory council and committee review meetings.
5. Provide reports as requested by the Board of Directors and promote achievement of Board strategic goals.
6. Involved in resident departure decisions.
7. Maintain and contribute to resident files including files on the TEH-staff secure shared drive.

Supervisor Duties:

1. Responsible for the general oversight, supervision and support of all maternity home staff who interface with the residents and their children, (whether volunteer or paid

- staff).
2. Coordinate with staff opportunities for training and other activities beneficial to the staff in the Home.
 3. Involved with the selection, evaluation and, if necessary, termination of staff appointments pertaining to The Elizabeth House under the approval of the Care Net Pregnancy Center CEO and members of the Board of Directors.
 4. Keep up to date personnel files, conduct evaluations of all TEH staff and update or revise position descriptions as necessary.
 5. Conduct annual review of motor vehicle records from the Department of Motor Vehicles for all staff involved in transporting residents and maintain documentation of these records.
 6. Be responsible to ensure 24/7 staff coverage of TEH.
 7. Be available to advise and assist staff in the application of fair and consistent rules and consequences for all residents.
 8. Plan holiday scheduling with willingness to rotate holidays with TEH staff and seasoned volunteers.
 9. Attend regular meetings with Care Net Pregnancy Center COO.
 10. Schedule, set agenda and lead TEH staff meetings.

Community Relations

1. Be involved with the expansion and visibility of the program. Collaborate with appropriate Advancement Team staff in overseeing outreach contacts, materials, correspondence, and speaking engagements.
2. Be available as needed to greet guests and provide tours.

Fiscal Duties

1. Involved in preparation of the annual budget with the Finance Director.
2. Supervision and approval of purchasing and operation within the established budget.

Household Duties and Responsibilities

1. Oversee daily activity of residents.
2. Maintain accreditation standards related to home.
3. Oversee grocery shopping and planning of well-balanced meals.
4. Manage the household budget.
5. Participate in house devotions and maintain log of devotions and noteworthy spiritual discussions and church invitations/attendance.
6. Oversee scheduling of volunteers.
7. Notify the COO about medical and other emergencies within 24 hours.
8. Schedule service providers and special guest speakers to enhance TEH programming.
9. Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES

1. Possess proven leadership ability in both spiritual and executive arenas; capable of guiding others.

2. Have supervisory experience and ability to maintain a positive and effective team environment.
3. Exhibit strong interpersonal communication, public speaking, writing and problem-solving skills.
4. Possess a working knowledge of MS Office products to include Word, Excel, PowerPoint, and Outlook. General computer and office equipment experience.
5. Have excellent administrative abilities, able to see every detail through to the end.
6. Have a basic understanding of child development.
7. Able to work with and care for infants and toddlers.
8. Able to deal with confidential information in a confidential manner; disciplined to refrain from discussion of confidential matters with others.
9. Rely on experience and judgment to plan and accomplish goals; performing a variety of tasks and working under general supervision.
10. Set an example of a loving Christian, able to guide and direct in crisis situations in a gentle and non-judgmental manner.
11. Foster a community environment that is joyful, relaxing and peaceful.
12. Maintain an attitude that promotes availability to the residents.
13. Use good judgment when presented with an illness or problems associated with pregnancy, labor, etc.
14. Be committed to supporting homeless pregnant women from low-income homes and/or racially diverse backgrounds.
15. Experience preferred in working with clients with mild mental health diagnoses and AODA (Alcohol and Other Drug Addictions).

JOB SPECIFICATIONS

- A. Bachelor's degree in a helping profession with at least one year of professional training and experience with crisis management and diverse populations.
- B. Three to five years of experience in residential facility or in a related field preferred.
- C. Possess at least one and preferably two years' experience in staff supervision.
- D. Conduct and oversee resident in-take.
- E. Comply with and support organization and program policies and procedures as established by the Board of Directors, revising policies and procedures when needed.
- F. Must complete Care Net's staff/volunteer training.
- G. Show evidence of a personal relationship with Jesus Christ and demonstrate a strong Christian life.
- H. Have strong commitment to the mission of Care Net Pregnancy Center and be in full agreement with Care Net's Statements of Principles, Purpose and Faith and Mission and Values Statements.
- I. Be dependent on Holy Spirit. "Not by might, nor by power, but by My Spirit, says the Lord of Hosts." Zech. 4:6.
- J. Attend church on a regular, weekly basis.