

FUNCTIONAL JOB DESCRIPTION

General Information

Civil Service Classification	Director of Client Services
Working Job Title(if different)	
Division	Headquarters
Date Job Description Created	10/06/2016
Revision Dates of Job Description	
Job Title Changes (all changes since position creation)	

Position Definition:

Reporting to the Executive Director, the Director of Client Services is responsible for leading and managing a comprehensive array of services and programs. The DCS will provide leadership, direction and oversight for three program models delivered across four pregnancy center sites with a program staff of approximately 10. S/he will review on an ongoing basis services being offered and develop new programs as needs emerge. S/he will be responsible for overseeing all activities pertaining to clients, including services, personnel, finance, and contracts. The DCS will inform the ED, and ultimately the board of directors, of all program issues and accomplishments.

The DCS will partner with the leadership team—the Executive Director and the directors of community outreach, operations, adoption, development and marketing—while also being responsible for all program planning, organizing, operating, and staffing. S/he is responsible for developing, implementing, and managing the program aspects of the annual budget in conjunction with the Executive Director.

Essential Functions:

Leadership

- Provide effective and inspiring leadership, as well as stewardship of New Life Family Services by managing client programs and services. Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement. Promote regular and ongoing opportunities for staff to give feedback on program operations.

Management

- Develop, implement and oversee internal policies and procedures relating to office consistency, effectiveness and efficiency (including making a determination of appropriate office closures) in conjunction with the Director of Operations
- Ensure that all program activities operate consistently and ethically within the mission and values of New Life Family Services
- Set program goals and objectives consistent with the agency's mission and values and monitor progress toward said goals
- Work in conjunction with the Executive Director to develop an annual operating budget for program services, manage effectively within this budget and report accurately on progress made and challenges encountered
- Manage personnel issues for direct reports, and provide oversight and guidance for personnel issues under direct reports
- Directly supervise and Nurse Manager, Client Care Manager and Conquerors Program Manager
- Provide leadership and direction for Parenting Plus program, including policies, curriculum and strategic direction

Preferred Qualifications:

- Five to seven years of professional experience overall, with a minimum of three years of senior-leadership experience supervising seasoned staff operating multiple human services programs across a broad geography. Solid educational background including an undergraduate degree, with a preference for MBA or similar advanced degree.
- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO and board of directors.
- Can point to tangible examples of reporting and program measurement and evaluation. Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of programmatic impact.
- Passionate about New Life Family Service's mission and able to promote and communicate the mission, values and goals to external and internal stakeholders.

Values:

- Exhibit strong commitment and dedication to the sanctity of all human life.
- Exhibit strong commitment and dedication to sexual purity.
- Agree with and be willing to uphold Transform Minnesota's [Statement of Faith](#), Core Values and Code of Conduct.
- Be able to express a clear understanding of the inner workings of a pregnancy care center.
- Exhibit ability to respect client and donor confidentiality through the safe-keeping of related information.

Competencies/Knowledge-Skills-Abilities:

- A. Organizational Competencies
 - Ability to contribute to and work together with leadership team
 - Strong accountability
- B. Manager/Supervisor/Executive Level Competencies
 - Ability to delegate
 - Ability to professionally develop direct reports
 - Ability to lead and inspire others
 - Ability to see the big picture and consider agency impact in program decisions

C. Job Specific Competencies

- Excellent communication skills
- Ability to remain calm in stressful situations
- Ability to lovingly, yet directly confront issues and problems
- Proficient in Microsoft Word, Excel, Outlook
- Experience working with clients of diverse backgrounds.
- Ability to advocate equally for clients, regardless of circumstances

D. Professional Competencies

- Working knowledge of Myers Briggs, Strength Finders and/or other personality assessments

Reporting Structure:

Title of Immediate Supervisor:	Executive Director
Titles of any others this position reports to:	N/A
Titles of those who directly report to this position:	Nurse Manager, Client Care Manager, Conquerors Program Manager