

Job title	<i>Manager of Healing Services</i>
Reports to	<i>Director of Client Services</i>
Hours	<i>32 hours, Full-time</i>
Classification	<i>Exempt, Salary</i>

Job Purpose

The Manager of Healing Services is responsible to provide administrative support and to help manage support services to the post-abortive and miscarriage community. Assist in providing ongoing education and awareness regarding post-abortion syndrome and miscarriage loss needs to those around us including staff, clients, counselors, resource agencies, schools and churches. The Manager of Healing Services maintains current policy and procedure, protocol, and client forms and resources abortion recovery and miscarriage loss clients.

Staff Supervision

This position reports to the Director of Client Services. The Manager of Healing Services is responsible to supervise the Healing Services Coordinator and provides volunteer supervision.

Essential Duties and Responsibilities

- Assist in recruiting and training volunteers for Connection meeting support groups, 1-on-1 support, Rachel's Vineyard retreat weekends, annual luncheon and other functions within the ministry both in-person and through virtual platforms.
- Develop content for Connection meeting discussion, host meetings, schedule volunteers, and send email reminders for monthly Connection meetings.
- Collaborate with Healing Services Coordinator and Lead Retreat Facilitator to assign staff and volunteers to teams, schedule preparation meetings, update responsibilities, schedules, tasks, and procedures. Work closely with retreat site personnel to coordinate schedules, menus, room assignments, etc. Work closely with donors to secure potential scholarships for guests and team who may need financial assistance. Purchase supplies for the retreat. Prepare and organize retreat supply bins with volunteers.
- Coordinate and implement the event planning details of the annual luncheon.
- Conduct a formal participant intake process that assesses readiness for groups, communication with professional counselors as needed, referrals to professional help, and emergency care.
- Leading and/or overseeing support groups and 1 to 1 support (i.e., screening participants, monitoring progress, conflict resolution, etc.), both in-person and virtual formats.
- Develop program outreach to community by maintaining good communication with key relationships with other organizations, social agencies, churches, schools, etc.
- Coordinate COARC (Central Ohio Abortion Recovery Coalition) and aR Advocates Coalition by hosting collaborative monthly meetings.
- Maintain relationships with participants who have successfully completed the program. Encourage ongoing community by offering continued healing opportunities after completing support group(s) and/or retreat.
- Upon request, submit content, testimonies, and statistics for brochures, website, social media, presentations, and newsletters.

- Follow-up with referrals from our centers, websites, collaborative partners, churches, and the community.
- Maintain 24/7 coverage on the aR CareLine phone and textbox through the assistance of trained staff and volunteers.
- Coordinate aR testimonial speakers for churches, community, Roe Remembrance, National Day of Remembrance, Galas, churches, and community events.
- Submit board reports containing statistics and other items of interest within aR ministry.
- Attend all staff meetings and applicable trainings.
- Complete HIPAA training annually.
- Other duties as assigned.

Access Levels

- Facility keys and building security code for Administrative office
- CoolFocus: Clients, Consultant, Volunteers
- TextBox (Abortion Recovery Care Line)
- Bright Course
- SharePoint
- PDHC Client Services Google Account
- Virtual meeting platform

Qualifications

- High School degree required; some college preferred.
- Previous work experience in a Pregnancy Center abortion recovery ministry preferred.
- Life-affirming crisis intervention counseling experience and training preferred.
- Great communication and people skills.
- Outstanding organizational and stress management skills, aptitude in problem solving.
- Reliable, dependable, and dedicated to commitments and follow-through.
- Pro-life convictions and heart-felt desire to represent and live out the policies and principles outlined in the PDHC mission statement and the *Employee Handbook*.
- Flexible and adaptable during change and crisis.
- Attests commitment to the Christian faith by the Nicene Creed and participates in a local church.
- Proficient computer and audio-visual skills.
- Initiative and creativity with the desire to work on a team.
- Experience and sensitivity in working with individual from diverse cultural backgrounds.

Working conditions

This position requires some evening and weekend availability.

Physical requirements

This position may require standing for extended periods of time and lifting up to 40lb. objects on an as needed basis.