



Staff Job Description for the Position of: Crystal Lake Center Manager

Updated 03/13/2026

OBJECTIVES:

The Center Manager (CM) oversees the day-to-day operations of the Informed Choices (IC) Pregnancy Care Center, with a primary focus on onboarding, training, supporting, and supervising volunteers who provide client services. The CM also collaborates with other Center Managers to maintain consistency in client experience and center operations across locations.

The CM is responsible for maintaining the volunteer and client appointment schedules, ensuring the center operates smoothly during open hours, and serving as the consistent on-site leader and point of support for volunteers and the Client Services Coordinator.

The CM provides direct client services when volunteers are unavailable and ensures that all programs and services are delivered in a compassionate, professional, and consistent manner. The CM also oversees the organization, maintenance, and operational readiness of the center to ensure a welcoming environment for clients, volunteers, and staff.

REPORTS TO:

The CM reports directly to the Director of Strategic Education & Client Care (DSECC).

SUPERVISES:

The CM directly supervises the Client Services Coordinators (CSC) and volunteer staff at the center.

QUALIFICATIONS:

The CM must meet the following qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as her Savior and Lord.
2. Express full agreement with the Informed Choices Statement of Faith and the Statement of Principle, Mission Statement, Articles of Incorporation, and By-laws.
3. Be actively involved in a local church.
4. Possess an awareness of the Biblical perspective on life and issues involved in crisis pregnancies, maintaining a firm stand against abortion.
5. Have an educational and/or experiential background that relates directly to the set of Responsibilities outlined in the following sections, including Client Services, Administration, and Public Relations.

6. Have at least three years of experience in a social service-oriented or related profession (pregnancy center experience is strongly preferred); must include management/supervisory experience, preferably with management of volunteers.
7. Exhibit skills in interpersonal communication, public speaking, and problem solving.
8. Be able to provide spiritual leadership, discipleship, and support to the volunteers.
9. Be able to carry out responsibilities with little or no supervision.
10. Be dependable, stable, and capable of following through on commitments.

RESPONSIBILITIES:

The position of Center Manager encompasses a variety of responsibilities, including, but not limited to, the following:

Client Services

1. Oversee the options education, parenting program and all other services provided for clients, with the specific exceptions of ultrasound examinations and proof of pregnancy verifications which are overseen by the Nurse Manager/Nurses.
2. Provide options education, parenting education, and other services for clients when volunteers are unavailable or when additional support is needed during busy appointment times.
3. Oversee client follow-up process to ensure compassionate care and foster ongoing trust and engagement.
4. Provide coverage of the after-hours text/voice line when needed.
5. Provide coverage for Client Service Coordinator(s) responsibilities during their absence.
6. Oversee recording of points earned by clients and coordinate purchase and pick-up/delivery of larger items and/or diapers.

Administrative

1. Ensure center operations are consistent with IC Confidentiality Policies & Procedures.
2. All CMs shall work together to maintain consistency in client experience and center operations.
3. Maintain awareness of medical procedures and policies as deemed necessary and as specified by the Nurse Manager, and directly oversee and supervise the Center volunteers to ensure that they do the same; ensure that these policies and procedures are followed by all Center staff and volunteers.
4. Oversee all record-keeping and effective follow-up of clients by volunteers.
5. Maintain the **center schedule**, including volunteer schedules and client appointments. This includes setting available appointments, ensuring each appointment has appropriate volunteer or staff coverage, and coordinating schedule adjustments as needed.
6. Field routine business calls that do not require the assistance of the DSECC or Executive Director(ED).
7. Oversee and maintain the center, including the organization, cleaning, and upkeep on a day-to-day basis to ensure a professional atmosphere and appearance. Responsibilities in this area include calling outside entities (e.g. electrician, plumber, etc.) as necessary for maintenance/repair of facility infrastructure. Expenditures in this area up to \$250

may be incurred at the CM's discretion, while expenditures in excess of \$250 shall be approved by the DSECC in advance if possible.

8. Provide Board and/or progress reports as required by ED or DSECC.
9. On a quarterly basis, generate CareNet report to review for incomplete or inaccurate data.

Public Relations

1. Identify client stories that may be appropriate for use in newsletters or donor communications and share them with the Executive Director.
2. Maintain positive working relationships with local service agencies and organizations that refer clients to or receive referrals from Informed Choices.

(Public speaking responsibilities are minimal and may occur occasionally if needed.)

Management and Supervision

1. Provide onboarding, training, mentorship, and ongoing support for pregnancy center volunteers to ensure they are well prepared to serve clients with compassion and professionalism.
2. Provide daily debriefing for volunteers to monitor effectiveness and provide emotional support.
3. Contact potential volunteers through local churches, personal networks, etc.
4. Plan and lead quarterly in-service training for volunteers to provide ongoing education, encouragement, and skill development. These trainings may occur outside regular center hours.
5. Provide training and management of Client Service Coordinator (CSC).
6. When confrontation occurs, the CM shall follow the biblical principles of handling confrontation as primarily outlined in Matthew 18:15-20.
7. Oversee and coordinate the use of the center facilities for center related meetings and/or activities.

Fundraising and Development

1. Assist ED in execution of annual Sanctity of Human Life / Baby Bottle fundraising campaign for churches in respective county.
2. Attend the Hike for Life and Annual Banquet, providing assistance when needed.

COMPENSATION:

The CM is a Part-Time position (approximately 30 hours per week, on-site at the center). Compensation shall be as delineated in the IC Personnel Policies and Procedures document.

TERMS OF EMPLOYMENT

Terms of employment shall be as delineated in the IC Personnel Policies and Procedures document.

The Center Manager position is approximately 30 hours per week and is performed on-site at the center during operating hours. The CM schedule will include coverage during some evening hours as needed to meet client and volunteer needs.

EMPLOYEE ACCEPTANCE

I hereby certify that I have read and understood the contents of this Job Description and the IC Personnel Policies and Procedures document, and agree to abide by the terms specified.

Signed: _____ Print Name: _____ Date __/__/__