

Policy: Job Description of Medical Services Manager

Supervisor: Medical Director

General Description: Under the general supervision of the Medical Director and the Executive Director, the Medical Services Manager plans, organizes, and supervises Heartbeats medical services. Under medical supervision of the Medical Director, responsible for oversight and performance of nursing interventions and ultrasound services; maintaining professional standards of care; and assuring regulatory and legal compliance. Operates within budget constraints and seeks to enhance funding and community support. Recruits and trains medical team, center staff and volunteers as approved. Works with Intervention team, medical, personnel, other ministry leaders, and volunteers to ensure excellent medical and lay counseling care, compassionate service, and respect for clients, public and co-workers. Maintains accurate records, statistics, and reporting. Implements and assures compliance with medical policies and procedures. Keeps open lines of communication with Executive Director, Client Services Manager, Medical Director and other ministry leaders and staff. Shares ministry goals with staff and volunteers and seeks new ways of achieving goals and delivering quality service. Keeps Executive Director informed of activities and needs. Demonstrates strong leadership by maintaining personal, professional, and spiritual balance and health; encouraging/enabling co-workers to do the same.

Principle Duties and Responsibilities:

Vision and Mission:

1. Develops, maintains, reviews and updates medical policies and procedures.
2. Maintains a working knowledge of nursing methods, principles and practices in relation to the prevention and treatment of disease, safety and infection control, clinical systems, supplies and equipment.
3. Assures all Medical Services activities are consistent with mission and philosophy.
4. Monitors services and programs and implements changes or new services and programs as approved.
5. Appropriately supports, promotes, and communicates on-going activities or changes.
6. Solicits and utilizes input from other ministry leaders.
7. Keeps Executive Director informed on a timely basis.
8. Informs/educates volunteers and other community-based organizations with related services.
9. Assists with fundraising programs as requested.

Operations:

1. Organizes, directs, supervises and evaluates professional and ancillary personnel.
2. Oversees nursing services in clinic.
3. Provides nursing care: assesses patient needs and makes nursing judgments that reflect safe nursing practices.
4. Maintains accurate records, care-plans, and follow-through on physician's orders.
5. Assures accurate implementation of physician's orders and advises physician of patient status.
6. Assists physician with exams and treatments as needed.
7. Provides education for patient and family to develop an understanding of their health condition.
8. Oversees patient follow-up per patient care plan and standardized procedures.
9. Oversees performance of pregnancy tests.
10. Assures compliance with infection control guidelines

Staff Development:

1. Recruits qualified medical team volunteers to meet the needs of the clinic.
2. Oversees training and orientation of the clinic medical team volunteers.
3. Participates in establishing and conducting in-service meetings
4. Conducts medical team conferences and discussions in evaluating the clinic services, policies, procedures, and protocols.
5. Assures all new employees meet at least minimum requirement with appropriate training, validation and understanding of job description.

Public Relations:

1. Represents the organization in the community as delegated by the Executive Director.
2. Attends medical conferences that offer professional training and information pertinent to the clinic's practices.
3. Gives regular input to Executive Director on financial and personnel decisions.
4. Seeks ways to showcase the medical services through regular newsletter contributions, speaking engagements, building key professional and donor relationships in the community.

Personal Development:

1. Maintains professional license.
2. Increases knowledge of management, obstetrical, and gynecological care and women's health issues.
3. Carries professional liability insurance or covered by center liability policy.
4. Committed Christian for at least 5 years, involved in a local fellowship, maintains a close personal walk with Jesus Christ. Must adhere 100% to the mission, statement of faith and principles of Heartbeats.
5. Models Godly leadership by properly prioritizing and balancing work/life aspects
6. Keeps Executive Director informed of needs, issues, and concerns.
7. Utilizes time effectively by periodically assessing time demands and making prudent adjustments.
8. Monitors effects of job demands on personal, family and spiritual health and implements changes with accountability to ministry leadership team.

Qualifications:

1. Expresses full agreement with Heartbeats statement of principles, mission statement, articles of incorporation, and by-laws.
2. Complies with the policies and procedures of the clinic.
3. Is dependable, stable, and capable of following through on commitments.
4. Has a sincere desire to reach out to abortion-vulnerable and abortion-minded women.
5. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion.
6. Respects confidentiality.
7. Holds a current Registered Nurse's License in good standing with the Ohio State Medical Board.
8. Must complete volunteer training program and other training and in-services as required.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities and working conditions.

I have received a copy of this complete job description. I understand, affirm and subscribe to the requirement, responsibilities, and duties of this job.

Employee _____ **Date** _____