



Job Description: Mobile Operations Manager

Position Summary:

- This position will oversee all staff and non-medical operations of the Mobile Ministry and build a network of support for our clients through community engagement.
- **Reports to:** Executive Director

Job Specific Qualifications:

- Strong qualities of spiritual leadership, discipleship, and ability to encourage team members and clients.
- Ability to show Christ-centered care, compassion, and understanding to those in need.
- Adheres to a consistent pro-life position and agrees with the Ministry's Statement of Faith, Mission Statement, and Bylaws.
- Strong interpersonal skills including the ability to listen, be patient, and stay calm and composed during a variety of client interactions.
- Demonstrated maturity, stability, confidentiality, and initiative resulting in the ability to carry out responsibilities with minimal supervision.
- Demonstrated organizational, decision-making, problem-solving, planning, and implementation skills.
- Experience training individuals and small groups.
- Ability to multitask and work well in a mobile medical clinic setting as part of a multidisciplinary team.
- Strong oral and written communication skills with attention to detail and experience with Microsoft Word, Excel, and Outlook.
- Ability to engage with clients and community in a variety of social media platforms, which may include Facebook, Twitter, Instagram; Snapchat is useful, but not required.
- Experience in a pregnancy center is useful, but not required.
- Valid Driver's License and proof of insurance required.

Responsibilities

Administration

- Responsible for the day-to-day Mobile Ministry operations and may delegate duties, including but not limited to stocking of supplies, documentation, and mobile mechanical



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operations.

- Ensure all communications are returned in a timely manner. Oversee the retrieval, sorting, and distribution of all communication. Ensure accurate documentation of client visits.
- Prepare and maintain memos, correspondence, reports, and other documents as requested.
- Enter and check Mobile Ministry client data in database and maintain accurate center documents and the compilation of monthly mobile statistics.
- Manage all Mobile Ministry paperwork, receipts, mileage, forms to maintain accurate expenditures and aid in the compilation of monthly/yearly budgets and statistics.
- Submit monthly statistics report to ICU Mobile in a timely manner.
- Ensure receptionist duties [dispatch center] for Mobile Ministry are completed: answering the Image Clear Ultrasound mobile unit phone line, screening potential clients, scheduling appointments, checking Mobile Ministry phone voice mail.
- Ensure mobile unit maintenance is completed in a timely manner; maintain necessary safety standards and maintenance schedule.

Client Services

- Ensure prayer is an integral part of each day for mobile staff and volunteers.
- Ensure evangelism tools and methods are utilized with each client and/or visitor.
- Assist in evaluating and implementing Mobile Ministry client services programs and materials.
- Serve as Client Advocate as scheduled (see Client Advocate Job Description).

Community Engagement

- Develop a Network of Support for our clients by identifying ministries and community agencies/facilities that will meet the core need of the client in the various mobile service location areas.
- Establishing and cultivating relationships with the identified ministries, agencies/facilities to develop ministry and community partners.
- Training the Mobile Team to utilize the partnerships in establishing a community support network for the client.
- Coordinating mobile tours, observations, community appearances, and participation at other venues as opportunities arise, or as requested by ICU Mobile.



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Training and Supervision

- Train and develop Client Advocates.
- Participate in weekly meeting with supervisor and trainings and conferences as requested.
- Coordinate scheduling of mobile staff and direct daily non-medical task assignments.
- Encourage and help equip mobile staff with day-to-day operational tasks.
- Comply with federal, state, and licensure, supervision, and professional continuing education and requirements.