

FIRST CHOICE CLINIC

Executive Director Job Description

First Choice Clinic is a Christian pregnancy resource center with the mission *to educate and empower our community to make health, life-affirming choices*. Located in Red Wing, MN, the organization serves local communities in both Minnesota and western Wisconsin.

Job Title: Executive Director

Department: Administration

Reports to: Board of Directors

Summary: The Executive Director has overall strategic and operational responsibility for First Choice Clinic's staff, programs, and growth, with the primary goal of leading the ministry towards the realization of its mission. The Executive Director manages and directs the organization toward its primary objectives, by performing the following duties personally or through managers.

Essential Duties and Responsibilities: (Other duties may be assigned.)

Operational Leadership:

- Serves in agreement with the Statement of Faith, Code of Christian Conduct, Commitment of Care, Mission Statement, Articles of Incorporation, Bylaws and policies and procedures.
- Plans, coordinates, and supervises the daily operation of the organization.
- Establishes current and long-range goals, objectives, plans and policies, subject to approval by the Board of Directors.
- Dispenses advice, guidance, direction, and authorization to carry out major plans, standards and procedures, consistent with established policies and Board approval.
- Meets with the organization's team to ensure that operations are being executed in accordance with the organization's policies.
- Works with the Treasurer to oversee the adequacy and soundness of the organization's financial structure.
- Establishes and maintains an effective system of communications throughout the organization.
- Represents the organization with major donors, the financial community, and the public.

Public Relations:

- Represent the Center to churches, civic organizations, pastors, representatives of the media and the public.
- Informs the public of the value of the care provided by the organization by creating effective public relations programs to differentiate and promote the organization.

Fund/Donor Development:

- Maintain and nurture contributor relations; identify and recruit new donors with the Board of Directors.

Spiritual Development:

- Maintain relationships with pastors and other faith-based organizations. Directs and encourages an active prayer life within the clinic through activities such as staff prayer breaks.

Financial Administration:

- Participates in a viable organizational budget with the Treasurer and Board of Directors and monitors financial reports throughout the year to ensure that the organization is financially on target.
 - Ensures that all organizational obligations to vendors and suppliers are met establishing policies and

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procedures for procurement and payments to minimize expense and maintain a stable supply of resources.

- Establishes a system of controls designing and enforcing checks and balances to minimize risk of financial loss and ensure organizational integrity.
- Responsible for all aspects of the Center's accounts payable and payroll by providing the Financial Coordinator with invoices in a timely manner and employee hours for payroll.

Board of Directors:

- Communicate key issues to the Board of Directors in a timely, concise manner and carry out directives as assigned by the Board. The Executive Director is to attend meetings of the Board of Director and is a voting member. The Board of Directors will conduct regular evaluations of the Executive Director.

Human Resources Responsibilities:

- Ensures compliance with federal and state regulations by assisting in the implementation and monitoring of personnel policies and procedures to protect employees, volunteers, and the organization.
- Constructs an employee and volunteer appraisal system by identifying and clarifying core competencies to provide direction, enhance work force capabilities, and identify training needs.
- Employs the optimal number of well-matched personnel by developing an effective placement program and work force plan to contribute to the success of the organization. Responsibilities include interviewing, hiring, and training employees and volunteers; planning, assigning, and directing work; appraising performance; and addressing complaints and resolving problems.
- Promotes the organizational and individual success through managing compensation, ongoing support, training, encouragement, empowerment, and effective teamwork to enhance staff loyalty and productivity.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- ❖ **Analytical:** Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- ❖ **Design:** Demonstrates attention to detail.
- ❖ **Problem Solving:** Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- ❖ **Project Management:** Coordinates projects; Communicates changes and progress.
- ❖ **Technical Skills:** Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- ❖ **Customer Service:** Responds to requests for service and assistance; Meets commitments.
- ❖ **Interpersonal Skills:** Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- ❖ **Oral Communication:** Speaks clearly and persuasively in positive or negative situations; Responds well to questions; Demonstrates group presentation skills.

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- ❖ **Written Communication:** Writes clearly and informatively; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- ❖ **Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- ❖ **Visionary Leadership:** Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers.
- ❖ **Change Management:** Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- ❖ **Delegation:** Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- ❖ **Leadership:** Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- ❖ **Managing People:** Includes staff in planning, decision-making, facilitating, and process improvement; Takes responsibility for staff's activities; Makes self available to staff; Provides regular performance feedback; Develops staff's skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services; Continually works to improve supervisory skills.
- ❖ **Business Acumen:** Understands business implications of decisions; Aligns work with strategic goals.
- ❖ **Cost Consciousness:** Works within approved budget; Develops and implements cost-saving measures; Conserves organizational resources.
- ❖ **Diversity:** Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
- ❖ **Ethics:** Treats people with respect; Keeps commitments; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.
- ❖ **Organizational Support:** Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities.
- ❖ **Strategic Thinking:** Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- ❖ **Judgment:** Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- ❖ **Motivation:** Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- ❖ **Planning/Organizing:** Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

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- ❖ **Professionalism:** Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- ❖ **Quality Management:** Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- ❖ **Quantity:** Completes work in timely manner.
- ❖ **Safety and Security:** Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- ❖ **Adaptability:** Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- ❖ **Attendance/Punctuality:** Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- ❖ **Dependability:** Follows instructions; Responds to direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- ❖ **Initiative:** Undertakes self-development activities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- ❖ **Innovation:** Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- To have a personal relationship with Jesus Christ as Lord and Savior.
- Subscribe to FCC's Statement of Faith, Code of Christian Conduct, Commitment of Care, and Mission and Vision Statements.
- Exhibit strong commitment and dedication to the pro-life position and sexual morals outlined in our Mission and Vision Statement and Code of Christian Conduct.
- Be able to provide leadership and support to employees and volunteers. Experience in a supervisory role, preferred.
- **Education and/or Experience:** Bachelor's degree from a college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- **Language Skills:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of staff, patients, customers, and the general public.
- **Mathematical Skills:** Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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- **Computer Skills:** To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Human Resource systems; Internet software; Spreadsheet software and Word Processing software.
- **Certificates, Licenses, Registrations:** Current Driver's License
- **Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - While performing the duties of this job, the employee is required to have visual acuity and is frequently required to sit and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.
- **Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.