



POSITION TITLE: Centre Manager
LOCATION: Satellite Centre

PROFILE

Report to: Executive Director
Supervises: Volunteers
Position Type: Permanent
FTE: 0.4 FTE
Remuneration: Based on qualifications

Position Overview

This position reports to the executive director and works closely with other team members to manage and oversee programs of the satellite centre. The Centre Manager focuses on equipping and enabling volunteers to deliver CAPCC programs.

Personal Attributes

1. **Conscientious:** Pays keen attention to detail, ensuring compliance with policy, and acts to enhance the quality of a professional and safe practice environment.
2. **Discerning:** Able to exercise sound judgment to ensure each client feels safe, supported, and able to make autonomous decisions.
3. **Discreet:** Careful and circumspect in words and actions, including a commitment to respecting client confidentiality.
4. **Spiritually Leadership:** Speaks and acts in a way that exhibits a deep understanding of and commitment to Christian love and ethics and encourages others to do the same.
5. **Sensitive:** Care guided by conscious participation with clients using relational skills, including listening, questioning, empathy, mutuality, reciprocity, self-observation, reflection, and an awareness of emotional contexts.
6. **Compassionate:** Able to, in a relational context, notice another person's pain, experience an emotional reaction to that pain, and act in some way to help ease or alleviate the pain.
7. **Objective:** Intentionally minimize the potential influence of personal values, beliefs, and positional power on client assessment and care.
8. **Flexible:** Recognize how to adapt care to advance client values and interests and promote client health and well-being.
9. **Openness:** Explores and develops a range of possible alternatives and approaches for care with clients.

Knowledge Competencies

1. **Leadership:** Demonstrates ability to serve by leading and supervising volunteers while supporting their ability to provide high-quality, judgment-free care.

2. **Professional development:** Seeks and uses new knowledge that may enhance, support, or influence competence in practice.
3. **Spiritually mature:** Evidence of the clear practice of holistically integrating Christian doctrines, teaching, and practices into daily living.
4. **Commitment to women's health:** Motivated by the desire to ensure women have justice in their access to information and support for their reproductive health decisions.
5. **Strategic:** Engages in relational practice that integrates with existing community services, reduces redundancy, and uniquely contributes to client care.
6. **Ethical:** Recognizes and respects the intrinsic worth of each human being.
7. **Computer skills:** Able to use basic web-based software and Microsoft Office and Google Drive applications.

Essential Job Functions

Vision and Mission

1. Works effectively with the ED and key centre personnel to assess, recommend, communicate, and promote client support services per the CAPCC's vision and mission.

Management

1. Work with the ED, Client Services Director and key centre personnel to ensure that the care of clients is consistent with organizational policies.
2. Participate in the annual budget process, liaising with the executive director and finance manager.
3. Provide statistical reporting and queries as required and/or requested, including, but not limited to, monthly client-services statistics to the CAPCC main office.
4. Track donations of material and monetary gifts.
5. Maintain client and Centre files confidentially per record management policies.
6. Execute client programs and monitor program success, providing feedback to the CSD.

Direct client Care

1. Provide direct support services to clients.
2. Pray with and offer spiritual care to clients as they consent, offering spiritual care referrals to local churches and other religious agencies as requested.
3. Handle critical phone calls and emails from clients that are escalated from volunteers.
4. Oversee client referrals and train staff and volunteers on how to utilize them.

Volunteer Development

1. Recruit, select, and interview volunteers to meet centre needs.
2. Facilitate new Client Care Training and orientation
3. Develop and train volunteers to adhere to centre policies and procedures.
4. Ensure volunteer performance reviews are completed regularly.
5. Organize in-services and individual training for existing volunteers.
6. Provide peer support and services for clients when volunteers are unavailable, in complex cases, or when necessary.
7. Source relevant and up-to-date client referral resources.

8. Provide spiritual care for volunteers, including devotions, prayer, and maintaining openness to spiritual care discussions.
9. Organize volunteer appreciation events.
10. Create volunteer schedule(s), ensuring adequate client coverage during business hours.
11. Debrief with volunteers as needed and make recommendations for appropriate referrals.

Event Planning

1. Plan and execute fundraising events per a predetermined events calendar, and in collaboration with the Director of Donor Relations.
2. Maintain working documents of events and fundraisers. Include schedules of events, planning documents, pertinent tasks to be completed, and tracking information.
3. Provide follow-up and debriefing for events, including thank-you gestures to volunteers, committee members, sponsors, and donors.

Public Relations

1. Assist in promoting the work of the Centre, with a focus on attracting potential volunteers from the community and program sponsorship.
2. Participate in speaking engagements to represent the Centre, as assigned or sought independently and approved by the ED.
3. Attend community networking meetings, promote the Centre to other agencies, and network with community ministerial boards.
4. Educate the community, donors, and clients about the Centre, keeping our mission and vision at the forefront of public interactions while being an ambassador for the Centre and its work.

Acknowledgment

I have reviewed this position profile and understand all of my job duties and responsibilities. I am able to perform the essential functions as outlined.

Employee Signature

Date

Approved by: Lisa Smith, Executive Director	
Effective Date:	February 22, 2024
Date last reviewed/modified:	November 29, 2024