

HEARTBEAT INTERNATIONAL

Job Description

TITLE: Associate Director, Affiliate Services (Exempt)
DEPARTMENT: Affiliate Services (Ministry Services)
REMOTE STATUS: Position not eligible to work remotely
REPORTS TO: Sr. Director of Ministry Services

SUMMARY

Manages pregnancy help services, training and consults, and assists in the development, planning, orchestration, and evaluation of Ministry Services departmental programs and resources. The Associate Director oversees communication with affiliates and related pro-life centers and organizations to promote, implement, and evaluate the HB affiliate programs, resources, and services, in addition to supervising select Ministry Services staff to support Heartbeat International's pro-life mission and vision and Christian core beliefs and core operational values.

RESPONSIBILITIES

Primary Responsibilities (Approximately 80% of time)

1. Manages the planning, budgeting, production, and evaluation of Ministry Services' resources, services, and training/educational program to improve/update and provide excellent/high quality services and materials.
 - Solicit/research, gather, and compile information from affiliates and other resources (such as content experts) to assist with determining affiliate needs, evaluation of MS training resources and services, and to develop new trainings/courses/educational programs.
 - Propose suggestions regarding needs for new and/or changes to training services and resources. Assist with updating materials and services and implementing any changes.
 - Research, write, and update materials, working as part of the resource production team to produce quality resources. Investigate which resource manuals need to be updated each year.
 - Participate in monthly meetings regarding content for ePublications and provide material for several publications
 - Continually seek to improve quality.

2. Provide phone, email, and onsite consultations to affiliates and potential affiliates to provide assistance, resources, training, and encouragement to centers, in support of the centers to provide excellent/quality services to clients.
 - Whenever possible, personally provide/lead onsite trainings/consults as requested by affiliates and other pregnancy centers. The Associate Director serves as the primary trainer and provides training according to department needs.
 - Share the Gospel, solicit and receive prayer requests, and pray with affiliates as appropriate to encourage and support their center's ministry of life and God's plan for sexuality.
 - Promote the use of appropriate trainings and resources. Promote in word and action HB's pro-life mission and vision and Christian core beliefs and core operational values which are the basis of all trainings.
 - Assist with recruiting and orientating new independent consultants as needed. Encourage/require consultants and staff who do HB trainings to strongly support the Christian pro-life message of the trainings in their words and actions.

- Initiate and maintain documentation and solicit evaluation from centers and independent consultants for the purpose of maintaining HB standards, ensuring client satisfaction, and providing information helpful to program evaluation and HB operations. Maintain records and provide reports.
 - Main telephone consultant and assist in the efforts to provide “high touch” through immediate (when possible) response to telephone inquiries for assistance.
3. Keep current on information pertinent to support Heartbeat International’s mission, its programs and affiliates. Be completely familiar with all HB resources and trainings. Utilize this information when executing the other responsibilities of this position.
 4. Work cooperatively (servant heart) with all staff and departments to promote efficient, effective, and service-oriented operations in regards to trainings. This includes, but is not limited to:
 - Oversight of on-site trainings, keeping staff and independent contractors informed of the training activities; communicating information regarding materials and resources needed for trainings;
 - Timely reporting of expenses for reimbursement/payment;
 - Communication with supervisor regarding activities, concerns, new information, suggestions, etc.
 5. Prepare and make presentations or represent Heartbeat International at events.

Secondary Responsibilities (Approximately 20% of time)

6. Maintain appropriate records and produce reports tracking HB programs, projects, and other services. Assist in other areas of Ministry Services in order to provide best service for affiliates and other centers.
 - Pro-active emails sent to all affiliates monthly asking for their prayer requests and reminding them affiliation is due. Record in CIVI, and print requests for prayer.
7. Special projects/assignments as requested by the supervisor.

SUPERVISION (Received/Exercised)

Receive periodic supervision in form of general parameters. Make non-routine decisions involving analysis of situations based on parameters established and past related experience ensuring service provided conforms to HB’s Christian pro-life mission, vision, and core beliefs and values. Decisions affect relationship with HB constituencies. Plan/organize work to meet deadlines, affiliate/HB guidelines.

Train, oversee work of, and assign work to support positions, interns, independent contractors and/or volunteers.

QUALIFICATIONS

1. Significant experience in the pro-life movement, including experience with pregnancy help organizations. Experience in pregnancy center administration, and understanding of pregnancy center operations and management, strongly preferred.
2. College degree in related area or equivalent experience with program development and training.
3. Teaching, training, and/or counseling experience and/or education strongly preferred.
4. Excellent communication strengths. Speaker/presentation skills strongly preferred.

5. Good interpersonal skills for interfacing with staff, affiliates and the general public. Ability and desire to work cooperatively—with a Christian servant heart—to inspire staff and affiliates. Treat others with respect, honesty, and integrity, working towards Christian (scripture based) peace and unity.
6. Excellent phone skills with the ability to engage callers in meaningful dialog to assist callers in identifying and resolving problems.
7. Must have independent, sound judgment. Ability to make decisions affecting the relationship with external constituencies, specifically affiliates and potential affiliates. Willingness to seek direction when situations are beyond the responsibility and knowledge of the position/person.
8. A self-starter with high initiative and ability to work independently as well as an effective member of a team.
9. Strong organizational strengths and project management skills needed to manage diverse flow of assignments.
10. High level of integrity.
11. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff.
12. Ability and willingness to demonstrate commitment to Heartbeat International mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
13. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.
14. A servant's heart with the ability to understand how all tasks impact Heartbeat International's ministry of supporting life.
15. Ability and willingness to travel and provide training.
16. A working knowledge of Microsoft Word and Access preferred.