

PREGNANCY ASSISTANCE CENTER NORTH

Job Description

Job Title: Compliance and Client Services Manager
Hours: 36 hours/week – Full Time, Exempt
Occasional overtime and travel between our two locations is required.
Reports To: Executive Director
Submit resume to: Execassist@pacn.org

SUMMARY

The Compliance and Client Services Manager provides oversight for client services, volunteer programs, operational consistency, compliance, and quality assurance across both PACN center locations. This role ensures that the ministry provides excellent, client-centered services while maintaining compliance with PACN, TPCN, and HIPAA requirements.

QUALIFICATIONS

The qualifications listed below are representative of the knowledge, skill and/or ability required.

Ministry Qualifications: The incumbent must:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Exhibit strong commitment and dedication to the pro-life position.
- Agree with and be willing to uphold PACN's Statement of Faith and operating policies.

Position Qualifications:

- Bachelor's degree or equivalent work experience.
- Excellent communication and interpersonal skills, required.
- Be self-motivated, dependable, responsible, and gifted in administration and organization.
- Exhibit strong interpersonal and ministry skills.
- Carry out responsibilities with little or no supervision and be willing to travel between locations.
- Exhibit strong vision and leadership skills for administrative organization and management.
- Be detail-oriented.
- Able to work in a fast-paced environment.
- Must be able to learn new programs quickly.
- Must be comfortable working in a variety of technology platforms, including proprietary software and Microsoft Office.

KEY RESPONSIBILITIES

Client Services & Program Operations

- Provide direct client services as appropriate and oversee day-to-day client service operations across both center locations.
- Ensure a consistent, unified, and client-centered model of service across all locations.
- Ensure client services are delivered with excellence and in accordance with ministry policies and procedures.
- Mentor and support Client Care Managers.
- Oversee classes and ensure consistency in programming and services between locations.
- Provide administrative support to the medical team as needed.
- Manage scheduling as needed to support effective program operations.
- Provide social media intern with content for client-focused posts and notifications to social media platforms.

Systems, Documentation & Quality Assurance

- Maintain an expert working knowledge of BriteWorks, Athena, Genesis, texting platform and the VOXO phone system to support staff and volunteers.
- Ensure Genesis is used effectively to maintain accurate client data and support reporting, Board reports, follow-up activities, grant reporting, and other reporting needs of the Executive Director.
- Ensure intake forms, case notes, and other client documentation are appropriate, user-friendly, accurate, and compliant with PACN, TPCN, and HIPAA standards.
- Support the development and implementation of policies, procedures, and best practices that promote excellent client services.
- Maintain the master copy of Client Services Policies & Procedures.
- Oversee the PACN Call Center and monitor service quality and performance.

Volunteer & Ministry Programs

- Unify staff and volunteers by initiating, supporting, and participating in designated prayer times.
- Oversee the ministry volunteer program and men's program.
- Assist in identifying and developing volunteer service project opportunities.

Procurement & Budget Management

- Manage procurement of TPCN-related materials and purchases that provide material assistance to clients.
- Manage the associated budget and ensure responsible use of resources.

TPCN Compliance & Risk Management

- Develop and oversee an annual plan of action for the TPCN compliance audit.
- Work closely with the Operations team to execute the compliance plan and minimize the risk of deficiencies.
- Review program educational materials and ensure all literature remains compliant across both center locations.
- Review and support the self-reporting process and address negations, including coordinating resubmissions and identifying opportunities for individual staff training.
- Monitor billing and invoicing trends and proactively communicate concerns, opportunities, and areas requiring attention to the Executive Director.

The information above is for summary purposes and is not intended to be a comprehensive list of essential functions.

In the event of circumstances out of PACN's control which may impact ministry demands, PACN reserves the right to repurpose the position to meet the needs of our clients.

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.

The employee frequently is required to stand, walk, and sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 60 pounds.

EMPLOYMENT IS AT WILL

In the event an offer of employment is extended, you certify your understanding that your employment will be on an at-will basis, and neither you nor any PACN representative has entered into a contract regarding the terms or the duration of your employment. As an at-will employee, you will be free to terminate your employment with PACN at any time, with or without cause or advance notice. Likewise, PACN will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advance notice. This offer is pending completion of successful background and personal reference checks.

I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND IT. I AGREE THAT NO CONTRACT IS INTENDED.

Employee Signature

Date

Supervisor Signature

Date

