



Director of Support Services Job Description

Description/Purpose

The Director of Support Services serves to advance the mission, vision, and values of the Crisis Pregnancy Center of Tidewater (CPC). This individual will work with various teams within the Ministry Operations Department with a focus on oversight, management, and innovation, in four main areas: Great Expectations Missional Parenting Classes, Men's Advocacy, Mentor Ministry, and Abortion Recovery. Each of these areas help fulfill CPC's mission to save lives, spare hearts, and spread the gospel of Jesus Christ in South Hampton Roads. This individual will report to the Vice President of Ministry Operations.

Responsibilities

The successful candidate will:

- Develop and implement the strategic direction and goals for the organization's Ministry Support Services (non-clinic programs).
- Oversee the planning, development, and execution of program initiatives in alignment with the organization's mission and objectives.
- Manage a team of program managers and coordinators, providing guidance, support, and performance evaluations (scorecard, relevant metrics, measuring outcomes).
- Collaborate with the Ministry Operations leadership team to identify program needs, assess community needs, and develop program strategies.
- Monitor program outcomes and evaluate effectiveness, adjusting as necessary to ensure desired impact.
- Contribute to overall team efforts by setting appropriate deadlines and ensuring effective communication
- Work with vendors, service providers, staff, community members, patients, and volunteers as needed
- Perform other duties as assigned, dependent on organizational needs and employee skills

Qualifications

Spiritual/Personal

The successful candidate will:

- Have a personal, vital, and growing relationship with Jesus Christ and be able to share the gospel
- Be an active and committed part of a local, gospel-preaching church
- Be in complete agreement with CPC's Mission, Statement of Principle, and Statement of Faith
- Be dependable, stable, and capable of committing to this position's responsibilities and duties
- Express a desire to be a part of reaching at-risk patients considering abortion

- Believe in the sanctity of all human life from the moment of conception through natural death
- Exhibit strong interpersonal, spiritual, and administrative skills, take initiative, and be flexible
- Be self-motivated and well-ordered in their personal life
- Have a warm, gentle, and hospitable spirit for the family of CPC
- Embrace CPC's values and the behaviors that support those values
- Reinforce the humanity of the unborn child with patients, their guests, staff, volunteers, and others
- Be able to share the gospel of Jesus Christ with staff patients and supporters and pray with them as appropriate
- Lead staff (or participate) in shared prayer and devotions as opportunities arise

Professional

The successful candidate will:

- Provide innovation and direction to Great Expectations, Men's Advocacy, Mentor Ministry and Abortion Recovery ministries
- Exhibit strong written and oral communication skills
- Demonstrate the ability to manage multiple projects, priorities, and deadlines simultaneously
- Have the ability to excel in a fast-paced, changing, and challenging environment
- Be proficient in Microsoft Office products
- Maintain a great attitude and flexibility in their schedule

Education/Experience

The successful candidate will:

- Possess at least a BS/BA (or equivalent experience)
- Proven experience in program management or a related role within the nonprofit sector.
- Knowledge of best practices in program evaluation, monitoring, and impact measurement.
- Excellent leadership and team management skills.
- Strong analytical and problem-solving abilities.

Schedule

The Director of Support Services is a regular, Full-Time, salaried position. The position may be approved for remote working opportunities contingent upon the demonstrated responsibility of the employee and the needs of the ministry. The Director of Support Services will be expected to be available daytime, evenings, and weekends depending on the training schedule and time of year. Unusual Schedule Requirements that may be required of this position include:

- Speaking engagements at churches
- Observing evening/weekend classes/sessions

Compensation and Review

Compensation consists of a competitive salary dependent on the qualifications and experience of the successful candidate and their employment status. Benefits may include:

- Health insurance
- Dental insurance
- Various Aflac plans
- Paid time off (holiday, vacation, and sick leave)
- 403(b) Retirement Plan

On a quarterly and annual basis, the Director of Support Services may be given a formal performance review by the Vice President of Ministry Operations.

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