

CENTER DIRECTOR

Purpose

The Center Director leads the day-to-day operations of a Hope Pregnancy Center location by creating a Christ centered, trauma informed, organized, and welcoming environment where every client feels valued and supported. This role provides direct leadership to the Client Care Coordinator, Client Advocates, and volunteers, ensuring our model of Compassion Hope and Help is lived out in every interaction. This leader is flexible and can pivot easily depending on the client needs.

The Center Director ensures consistent and high-quality client care, strong follow up through digital systems, and oversees Hannah's Closet as a dignified and well-organized giving experience for clients.

Key Areas of Leadership

The Center Director excels in the following core areas.

- Client Care Excellence
 - Team Leadership and Development
 - Trauma Informed Center Environment
 - Digital Systems and Workflow Integration
 - Resource Experience through Hannah's Closet
 - Community and Church Engagement
 - Operational Stewardship
 - Culture and Ministry Leadership
 - Training and Development
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Key Responsibilities

Leadership and Team Oversight

Lead, mentor, and support the Client Care Coordinator, Client Advocates, and volunteers. Partner with the Program Director to onboard, train, coach, and provide annual reviews for staff and volunteers. Ensure all team members follow the Nurse First model and maintain trauma informed and compassionate care. Promote a positive and Christ centered culture of unity and excellence.

Client Care Oversight

Ensure the full flow of client care runs smoothly from intake to medical assessment, to advocacy and follow up.
Maintain high quality and timely digital follow up using eKyros and related systems.
Ensure documentation and communication logs are accurate and complete.
Provide client care information and necessary data for reports when requested.
Prioritize the emotional and spiritual needs of each client.

Trauma Informed Center Environment and Hannah's Closet

Create and maintain calm, neutral, welcoming spaces designed for abortion minded women to feel safe, respected, and understood.
Ensure all client areas reflect emotional safety and reduce sensory overwhelm.
Keep client rooms, waiting spaces, and office areas clean, simple, and free of clutter.
Oversee Hannah's Closet as a dignified boutique style giving experience with curated and high quality items.
Establish clear guidelines for receiving donations to reduce excess and maintain a positive and respectful experience for clients.
Ensure all environments communicate dignity, order, and compassion.

Digital Integration and Systems Leadership

Lead the implementation and daily use of digital tools including eKyros, online scheduling, and digital intake.
Train and support staff in using digital workflows confidently.
Reduce paperwork by transitioning processes to digital systems.
Ensure documentation and follow up are completed in real time.

Community Involvement, Donor Development and Church Liaison

Build and maintain relationships with churches, pastors, and community partners.
Represent Hope during tours, presentations, and community events.
Participate fully in events including planning, preparation, attending, and hosting when needed.
Support donor development by expressing gratitude, sharing impact, and connecting donors to the mission.
Encourage volunteer recruitment through church and community involvement.
Collaborate with the Admin Team on outreach and community visibility.

Operational Stewardship

Manage center level budgets responsibly.
Oversee scheduling, approve PTO, and prevent unnecessary overtime.
Ensure staffing reflects client volume and operational needs.
Maintain readiness for leadership tours, inspections, and partner visits.



Report statistics and center data as needed and ensure accuracy in all reporting materials.
Follow organizational and HR policies accurately.

Culture and Ministry Leadership

Model Christ like humility, maturity, and kindness.
Participate in and support events that strengthen staff unity and mission alignment.
Offer prayer and encouragement when appropriate.
Protect the stability and unity of the center during seasons of change.
Uphold Hope's mission, values, and standards of care.

Training and Development

Work closely with the Program Director to provide ongoing training in trauma informed care, Compassion Hope and Help, Gospel conversations, and digital systems.
Provide consistent coaching and feedback to staff and volunteers.
Participate in leadership development opportunities.

Qualifications

A growing and active walk with Christ aligned with the mission of Hope Pregnancy Centers.
Experience in ministry leadership, trauma informed environments, client care, or team management.
Strong organizational skills and a passion for clean, calm, intentional spaces.
Ability to lead with encouragement and accountability.
Strong communication, emotional intelligence, and conflict resolution skills.
Ability to learn and champion digital systems.
Commitment to the sanctity of life and compassionate support for women in crisis.
Professionalism, maturity, and discretion.
Ability to build relationships with churches, donors, and community partners.

Reporting Structure

Reports to the Program Director
Supervises the Client Care Coordinator, Client Advocates, and Volunteers
Works closely with the Nursing Team and Admin Team



Role Summary

The Center Director strengthens the client experience at Hope Pregnancy Centers by leading people well, maintaining trauma informed and organized environments, ensuring strong digital follow up, cultivating community relationships, participating in events and outreach, reporting center statistics accurately, and stewarding resources with excellence. This role is essential in delivering Real Help and Real Hope to every woman we serve.

4 Day Workweek – very limited weekends/travel required.

Bachelor's Degree Preferred

Prior Ministry Leadership Required