



Medical Services Coordinator

JOB DESCRIPTION

Department: Client Services

Reports to: Medical Services Manager

FLSA Classification: Non-Exempt

Status: Part-Time or Full-Time (Full-Time option for bilingual candidates only)

**Must be available to work Tuesday evening until 7:30pm*

Supervision

Will be under the supervision of the Medical Services Manager

Supervises

Non-supervisory role

Qualifications:

1. Bilingual in English and Spanish preferred
2. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
3. Exhibit strong commitment to the sanctity of all human life.
4. Be committed and live by Biblical sexual ethics. Specifically, abstinence outside of marriage and fidelity within marriage.
5. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization.
6. Be dependable, punctual, and committed to the ministry of Choices.
7. Strong organizational, problem solving and administrative skills.
8. Ability to handle client and patient information with confidentiality and sensitivity.
9. Excellent listening, verbal, and written communication skills
10. Ability to carry out responsibilities with little or no supervision and complete tasks as requested.
11. Vision and calling to the position.
12. Ability to communicate the vision and mission of Choices with clarity and represent Choices' values.

Administrative Duties:

1. Welcome and greet patients and clients warmly.
2. Keep the reception area and volunteer office stocked, organized and tidy.
3. Instruct clients and patients on how to complete intake and registration forms.

4. Review intake and registration documents carefully for completion and accuracy.
5. Communicate with staff, patient advocate, and/or nurse of patient's arrival.
6. Notify Men's Services of male clients.
7. Check out patients/clients as they leave, scheduling their next appointment if appropriate.
8. Oversee administrative tasks such as making copies, filling brochure holders, offering water to clients & their guests, etc.
9. Answer phones professionally and knowledgeably.
10. Assist in responding to email requests for appointments.
11. Maintain high level of confidentiality regarding patient/client information.
12. Inventory brochures and supplies needed for Medical Services patients and make requests for purchases as per Choices' policy.

Medical Services Duties and Responsibilities:

1. Assist Medical Services Manager with maintaining the patient scheduler, assigning follow ups to patient advocates, monitoring text request, and email requests for appointments.
2. Regularly see patients.
3. Openly discuss options with patients.
4. Educate patients on abortion, adoption, sexual risk avoidance, STI's, as appropriate.
5. Chaperone ultrasounds as needed.
6. Advise patients on appropriate referral partners such as social services, WIC, TennCare, After Abortion Support etc.
7. Provide emotional and spiritual support.
8. Process pregnancy tests and STI tests as needed.
9. Translate follow up calls for medical team.
10. Data entry/patient charting. Enter intake forms and client notes into data base.
11. Audit patient files for accuracy. Review and correct if necessary.
12. Proactively manage assigned projects and/or tasks.
13. Assist in the training of volunteers.

Family Services Duties:

1. Encourage patients to participate in the Earn While You Learn educational program.
2. Cross train to perform all Family Services functions as requested (Bright Course, Earn While You Learn, knowledge of Baby Boutique/Baby Bucks).

General Staff Duties:

As requested by Executive Director, Client Services Director or your Supervisor:

1. Attend staff meetings
2. Attend on-going training and conferences (may require travel).
3. Attend Choices events and other events as needed.
4. Participate in representation to churches and organizations.
5. Take an active role in the organization's network strategy, including hosting a table at the annual Choices Fundraising Banquet.
6. Commit to be an active learner, staying educated about life issues and as well as professional development.