**Volunteer Role Descriptions**

# **Receptionist**

Responsible for greeting and welcoming patients/clients and visitors. Assists them through the check-in process.

Medical Services Center Receptionist Tasks:

1. Welcome and greet patients warmly.
2. Instruct patients on how to complete intake and registration forms.
3. Review intake and registration documents carefully for completion and accuracy.
4. Communicate with staff, patient advocate, and/or nurse of patient’s arrival.
5. Notify Men’s Services of male clients.
6. Check out patients as they leave, ensuring they have all instructions and information needed. If it’s a pregnant test patient, assist staff with scheduling an ultrasound appointment and providing related forms and instructions.
7. Keep the reception area and front office organized and tidy.
8. Oversee related tasks such as making copies, offering water to patient & their guests, etc.
9. Attend volunteer trainings.

Family Services Center Receptionist Tasks:

1. Welcome and greet clients warmly.
2. Instruct clients on how to complete any forms, if needed.
3. Review documents carefully for completion and accuracy.
4. Communicate with staff and/or mentor of client’s arrival.
5. Notify Men’s Services of male clients.
6. Check out clients as they leave: scheduling their next appointment, calculate points spent for Baby Boutique items, and provide any other related information and support.
7. Keep the reception area and front office organized and tidy.
8. Oversee related tasks such as making copies, offering water to clients & their guests, etc.
9. Attend volunteer trainings.

# **Data Entry**

Maintain client records by entering appointment information accurately into our data base.

Tasks:

1. Assign client numbers from data base.
2. Enter intake forms and upload to data base.
3. Prepares charts for patient advocates/mentors.
4. Audit patient/client files for accuracy.
5. Fax and scan patient histories when requested by staff.
6. Maintains high level of confidentiality regarding patient information.
7. Attend volunteer trainings.

# **Patient Advocate**

Meets with patients who have made an appointment for a pregnancy test. Demonstrates the love of Christ by exhibiting compassion, speaking truth and reserving all judgement.

Tasks:

1. Complete PT intake forms and an assessment of patient’s needs.
2. Openly discuss options with patient.
3. Educate patients on abortion, adoption, risky sexual behavior, STD’s, as appropriate.
4. Advise patients on appropriate referral partners such as social services, WIC, TennCare etc.
5. Provide emotional and spiritual support.
6. Enter client assessments into data base.
7. Complete follow-up calls as assigned by staff.
8. Attend volunteer trainings.

# **Mentor**

Meets with clients in center and offers encouragement and support during the pregnancy and first year of baby’s life. The mentor will demonstrate Christ’s love by encouraging and speaking truth into the client’s life.

Tasks:

1. Encourage mom and/or dad to participate in the Earn While You Learn educational program.
2. Assess areas of need and provide referrals and resources.
3. Encourage spiritual growth.
4. Assist in goal setting.
5. Maintain accurate records of interactions, referrals and baby bucks.
6. Schedule follow up visits in assistance with the receptionist.
7. Attend volunteer trainings.

Supervisor: Family Services Manager; Male Mentors – Men’s Services Director

# **Male Mentor**

Meets with clients in center and offers encouragement and support during the pregnancy and first year of baby’s life. The mentor will demonstrate Christ’s love by encouraging and speaking truth into the client’s life.

Tasks:

1. Coach men one-on-one through pregnancy decisions without judgment.
2. Encourage, support, and give truth to client.
3. Encourage spiritual growth and assess the needs.
4. Assist in goal setting.
5. Maintain accurate records of interactions, referrals, and baby bucks.
6. Schedule follow-up visits in assistance with the receptionist.
7. Attend volunteer trainings.

# **After Abortion Support Mentor**

Meet with post abortive clients as they journey towards hope and healing through mentoring and bible study. The mentor will demonstrate Christ’s love by sharing the gospel and speaking truth into the client’s life.

Tasks:

1. Encourages clients to participate in group bible study or one on one meetings.
2. Provide emotional and spiritual support.
3. Maintain accurate records of interactions.
4. Educated on abortion procedures and post-abortion care.
5. Attend volunteer trainings.