



Patient Care Coordinator JOB DESCRIPTION

Department: Client Services

Reports to: Medical Services Manager

FLSA Classification: Hourly, Non-Exempt

Status: Part-Time

Full-Time Hours: Monday 9am- 3 pm, Tuesday 11:30 am- 7pm, Wednesday 9am- 3:30pm

Position Summary:

The Patient Care Coordinator is a non-medical position whose primary role is to provide support to patients during their pregnancy test appointment. The Patient Care Coordinator will provide education on options (abortion, adoption, and parenting) without judgment or coercion; discuss sexual risk avoidance, STI's, provide community referrals; and as appropriate provide emotional and spiritual support to patients.

Qualifications:

1. Bilingual in English and Spanish preferred but not required
2. Ability to provide support and guidance to clients and patients from various backgrounds.
3. Strong organizational, problem-solving, and administrative skills, as well as being dependable and punctual.
4. Strong commitment to the sanctity of human life and biblical sexual ethics.
5. Personal relationship with Jesus Christ and accountable to a local bible believing church.
6. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization, and is committed to the Ministry of Choices.

Responsibilities:

1. Regularly see patients for urine pregnancy test appointments. Discuss pregnancy options, abortion, adoption and parenting, clearly and compassionately and without judgment.
2. Assess client areas of need and provide referrals and resources, acting as a liaison between Choices and the referring agency when appropriate. Encourage spiritual growth and assist in goal setting.
3. Provide administrative support such as copying, filing, charting, answering phones, texts and emails while maintaining confidentiality of client and patient information.
4. Update the resource and referral notebook. Ensuring that referrals are up to date and appropriate for Choices' clients and patients. Request brochures and information from partnering agencies.

5. Point-person for training, support and supervision of non-medical volunteers, ensuring that our volunteers have the tools necessary to support our patients.
6. Shared team duties; participate in the organization/tidiness and cleanliness of the reception, lobby, bathrooms, lab, volunteer room, etc.
7. Assist with other duties as assigned.

Other Staff Duties:

As requested by the Executive Director, Client Services Director, or your supervisor:

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