



Clinic Care Coordinator

The Clinic Care Coordinator supports the success of the ministry by helping to ensure better client outcomes and satisfaction. They act as critical advocates, guides, and support clients and families who are facing high crisis needs associated with unplanned pregnancy, trauma, homelessness, substance use, criminal background, etc. The Clinic Care Coordinator acts as the central hub for the agency, connecting various resources, to support streamlined services for clients.

REPORTS TO: Director of Clinic Services

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Highly organized, thorough, and detail-oriented
- Strong Written and Verbal Communication
- Strong research skills
- Strong decision-making skills.
- Ability to analyze information.
- Documentation skills, screening, assessing, evaluating risks, planning, implementing, follow-up, evaluate outcomes.
- Monitor cases verifying information, attendance, observing, evaluating needs, support, and connection to resources.
- Maintain client records by reviewing schedule, documentation, appointment requests, messages, etc.
- Central scheduler for the clinic.
- Central reception for the agency.
- A professional demeanor and the highest level of discretion is essential in the management of confidential information.
- Motivated self-starter with strong problem-solving, analytical & decision-making skills who can manage people with minimal guidance.
- Ability to quickly and accurately communicate details about a client's condition and ongoing support and care to staff and supervisor.

- Ability to communicate in a way that resonates with clients and makes an impact on their lives. When needed, they should use de-escalation techniques and explain things in simple, easy-to-understand terms to both clients and their families.
- Ability to empathize with clients
- Problem-solving skills are necessary to navigate complex client schedules and guide clients through alternative plans when the initial options are no longer viable.
- Monitor and maintain compliance with HIPPA.
- Assess and build the competencies, logistical flow, and procedures that impact the overall client experience, ensuring the greatest possible positive impact toward our mission
- Partner with other staff to maintain relationships with other agencies and individuals in the community related to the day-to-day operation and growth of the programming (i.e. doulas, mentoring mom's programs, volunteer opportunities, partner employers, adoption agencies, pregnancy help centers, schools, counselors, juvenile court officers, Dept. of Human Services, etc.).
- Can support and/or lead the clinic counseling of high critical need clients.
- Attend staff meetings and one-on-ones as required.
- Consistently model leading with love, grace, care, and mercy as we meet individuals where they are and desire to point them toward a loving and caring Savior.
- Maintain open communication, professionalism, and respect for all staff via e-mail and scheduled meetings, etc. Ensure that ongoing communication is being done to allow follow-up and 360-degree communication. While also maintaining professional boundaries with subordinates.
- Follow the ongoing model of continuous delivery (development, integration, testing, deployment, monitoring, feedback) to ensure that we are always expanding and improving how we serve our clients
- Miscellaneous administrative tasks such as filing, monitoring data entry, maintaining a quality ministry display, and problem-solving.
- Provide historical reference by defining and carrying through procedures for retention, protection, retrieval, transfer, and disposal of records.
- Assist in new-hire onboarding with other key leaders.
- Maintain the medical record files in the database (EKYROS) for the clinical services and schedule.
- Provide necessary coverage for the Resource Center as needed.

SKILLS AND QUALIFICATIONS

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Exhibit strong commitment and dedication to the pro-life position and sexual purity.
- Agrees with and upholds the Statement of Faith and adhere to the center's policies.
- Has a bachelor's degree in human services.
- Has one years of experience in human services. New graduates are encouraged to apply.
- Can provide spiritual leadership, and discipleship, to fellow staff, volunteers, and clients.
- Bi-lingual candidates encouraged to apply.

ADDITIONAL INFORMATION

Starting date: Effective as soon as filled.

Starting wages: Compensation is based on a 35-hour work week and will range from \$20.50-22.50/hr.

Job hours: This position requires 35 hours per week M-W 8-4 and Th 8-7. Occasional evening or weekend hours may be necessary for special events.

Confidentiality: This position includes access to sensitive and personal information thus requiring a confidentiality agreement to be signed and honored.

Signature of Clinic Care Coordinator

Signature of Director of Clinic Services

Date

Date