



Hope Clinic for Women Job Description

Position Title:	Pregnancy Volunteer Coordinator & Program Assistant
Position Type:	Regular Full-time, salary
Hours:	Clinic hours are Mondays-Thursdays, 8:30AM-5:00PM, Fridays from 8:30AM-2:30PM. Eligible for one remote day per week after 90 days. Occasional nights or weekends for client classes, program events, volunteer training or fundraising events.
Work Environment:	This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.
Reports To:	Pregnancy Services Manager

Mission

Hope Clinic for Women is a faith-based, safe and confidential place for anyone dealing with life choices regarding past, present and future pregnancies. We provide education, counsel and medical care for anyone regardless of age, race or religion.

Vision

Hope Clinic for Women is a Christ centered ministry existing to honor the sanctity of all human life as exemplified by:

- Teenagers and single adults choosing abstinence until marriage
 - Women and men choosing life for their child in the midst of a pregnancy
 - People experiencing God's grace and forgiveness after an abortion
 - The transformation of hearts and lives by discovering the purpose and potential God intended for all His children
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Position Description: Hope Clinic is seeking a motivated, creative, and organized leader and who can build a volunteer team that supports women and men who have chosen life in the midst of an unplanned pregnancy. This new role will multiply our ministry's capacity to equip volunteers to provide empowering support and to ensure client care is uninterrupted at our front desk.

Volunteer Coordination (60%)

- Build effective volunteer team to support our parenting program as exemplified by 25+ active volunteers connecting with 75-100 moms and dads enrolled in our parenting program within 6 months.
 - Interview, train, schedule, assign, and steward volunteer captains, and volunteer teams for relevant areas, including: mentors, phone counselors, translators, maternity store volunteers, and undergraduate intern(s)
 - Create new system for client/client advocate communications and check-ins either through formal mentorship program or cohort advocacy model.
- Assist in developing and implementing program initiatives such as:
- Software to facilitate resource linkage
- Parenting program online community
- Reporting on volunteer activity
- As needed: take clients to shop in maternity store and provide Bridge Program intakes

Receptionist Coverage (40%)

- Greet and check-in all guests including clients, donors, volunteers, and other visitors
- Answer and direct incoming phone calls
- Schedule appointments, transfer calls, and take messages as needed
- Communicate with referral partners for any schedule changes or to schedule clients
- Monitor incoming client messages via text and Facebook

- Maintain waiting list in EHR (Electronic Health Records) system for clients who are unable to schedule at preferred time
- Accurately secure fees from clients where applicable
- Check out clients at conclusion of services: satisfaction survey and booking next appointment (if applicable)
- Distribute all incoming mail. Fax and Mail client data as needed.
- File client paperwork
- Log clinical data: calls, appointments, client fees, and satisfaction surveys

Meetings:

- Weekly staff check-ins
- Weekly check-in with supervisor
- Weekly meeting with Pregnancy team
- Quarterly Staff Retreats
- Attend at least two fundraising events for Hope Clinic

Degree/experience requirements:

- Experience with nonprofit pregnancy resource center services
- Bachelor's degree
- Microsoft Office proficiency
- Experience working with volunteers, preferred
- Experience handling protected health information, preferred

AAP/EEO Statement:

Hope Clinic for Women provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, disability or genetics. In addition to federal law requirements, Hope Clinic for Women complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Hope Clinic for Women expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.