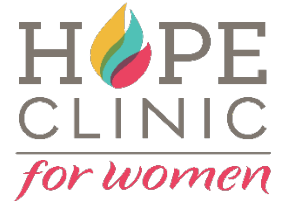


Hope Clinic for Women Job Description



Position Title: Clinic Receptionist

Position Type: Regular/Full-time; schedule: 8:30-5, Monday-Thursday
Friday 8:30-2:30 pm
All changes due to vacation/illness/offsite events/etc. should be approved by the Client Programs Director and noted on the HCFW Group Calendar

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: Client Programs Director

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 medical care, professional counseling, education, referrals, mentoring and practical support for anyone regardless of age, race, religion, or ability to pay.

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/potential God intended for all His children.
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Description:

Duties Before Clinic Opens to Clients (8:30-9:00 am)

- Be prompt and ready to begin at 8:30 am
- Unlock doors/cabinets, turn on lights/radio/TV, place baskets for daily files
- Check communal areas (pillows, magazines and kid's area) in morning (and throughout the day)
- Send email invoices for online counseling appointments
- Print newly received paperwork for the day's appointments

Duties throughout the Day

- Greet all guests including clients, donors, volunteers, and other visitors
 - Ensure clients fill out appropriate paperwork
 - Notify staff when visitors/clients arrive
 - Ensure donors are seen by the Advancement staff
 - Receive in-kind clothing room donations and file donation forms completed by donors
 - Manage client sign-in for onsite classes and support groups
- Answer and direct incoming phone calls
- Monitor incoming client messages via text and Facebook
- Schedule client visits and send electronic paperwork as needed
- Schedule volunteer translators for client appointments as needed
- Field incoming pregnancy calls or walk-ins with patience and calm, assigning to appropriate provider.
- Maintain waiting list in EHR system for clients who are unable to schedule at preferred time
- Accurately secure fees from paying clients (medical and counseling)- including processing credit card and cash payments as well as emailing invoices for telehealth appointments.
- Ensure clients completed satisfaction survey before leaving

- Ensure clients have booked their next appointment (if applicable)

Duties While off the front desk

- Distribute all incoming mail
- Inventory and order office supplies
- Work with the Client Programs Director to schedule coverage during absences
- Bring donated/maternity items down to donation room
- Log calls/walk-in data in MS excel (weekly)
- Complete the Pregnancy Call section of the Client Committee Report (monthly)
- Assist with tracking Client Satisfaction Survey data
- Assist with records requests/faxes
- Block provider schedules for time off, meetings, closings, etc.
- Other projects as needed

Duties after clients exit and before clinic closes (4:30 – 5:00 pm or 2:00-2:30 pm Fridays)

- Key in pregnancy call logs into daily tracking spreadsheet
- Water plants and refill supplies in common areas
- Perform daily audit of fees collected to match with booked appointments
- Assist with final cleaning, closing, locking, and securing of building
- Balance client fees received with bookkeeper (weekly)

Meetings:

- All staff working 10+ hours a week are expected to attend all staff check ins Tuesday/Friday mornings at 8:30 am and monthly continuing education trainings
- Weekly check in with Supervisor
- Quarterly Staff retreats (usually on a Friday, 8:30-2:30)
- All full-time staff are required to work a 4-6-hour shift for key agency-wide fundraising events. This will either be a mix of set-up/during or clean up. Events include: Annual Gala and Cider Carols.

Preferred Qualifications/Skills

- Patient, empathetic, quality-focused approach to customer service
- Front-desk or other experience in a medical/clinical setting
- Experience with EHR software
- Ability to handle a fast-paced environment and prioritize tasks based on importance
- Excellent communication and problem-solving skills
- Proficient in Word, Excel, Office 365 and SharePoint
- Ability to quickly learn and adapt to new technologies
- Detail-oriented and organized

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.