

Receptionist/Patient Advocate Ascend Women's Center

Objectives of the position: As an ambassador of Jesus Christ, the Receptionist/Patient Advocate provides process and spiritual leadership with excellence offering truth spoken in love to women facing the possibility of an unplanned pregnancy to empower her with critical life-saving information.

Reports to: Director of Clinical Services

Status: Non-Exempt/ Part-time

Shift: 34 hours/week

Location: Based in Asheville but serves Waynesville as needed

Ministry Purpose: This position plays a significant role in achieving the center's religious mission and, thus, has a ministry purpose. Every staff member and volunteer shall serve this purpose in their job and, in doing so, be in an active ministry position with the center.

QUALIFICATIONS

Religious:

- Agrees with and abides by the center's statement of faith, mission statement, and code of Christian conduct
- Expresses a sincere desire to reach and help at-risk patients considering abortion
- Believes in the sanctity of all human life from the moment of conception through natural death
- Has a sincere, mature faith and can competently share the gospel
- Active member of a local church

Professional:

- Have a bachelor's degree in a helping field, or related experience equivalent
- Be able to carry out responsibilities with little or no supervision
- Reliable transportation
- Ability to keep information confidential
- Excellent communication skills
- Intermediate computer skills

RESPONSIBILITIES:

Religious:

- Upholds the center's policies and procedures, especially the religious principles in the statement of faith and the code of Christian conduct
- Supports the religious mission of the center and regularly encourages the spiritual growth of staff, volunteers, clients, and supporters
- Reinforces the humanity and value of the unborn child with patients, their guests, staff, and others
- Shares the gospel of Jesus Christ with clients/patients and prays with them, as appropriate
- Provides spiritual guidance to staff, volunteers, and clients/patients
- Leads staff (or participates) in shared prayer and devotions regularly

Receptionist:

- Maintain a secure, safe and comfortable environment for staff and guests
- Accurately check-in each patient by completing the necessary steps
- Follow the receptionist script at all times
- Keep lobby and restroom clean
- Assist patient guests as needed
- Represent the center warmly and professionally to all visitors
- Handle all interactions and paperwork confidentially
- Schedule client appointments in the absence of the scheduler
- Upload electronic patient forms into her chart
- Keep reception area clean and stocked to adequately prepared to serve patients and guests each day

Advocate:

- Advocate for patients following the Focus 15-step patient process
- Facilitate a seamless flow between Advocate and Medical Services
- Commit to follow the Advocate script with every patient
- Communicate any patient flow or script issues with supervisor
- Enter patient data into Genesis Network
- Help clean and prepare ultrasound room for new patients
- Ensure that all Advocate forms and paperwork are up-to-date and accessible
- Report any patients needing an immediate contact to the Scheduler/Follow-Up Coordinator
- In the absence of a receptionist, facilitate client check-in and exit process and greet visitors
- Report any concerns regarding volunteers to the volunteer coordinator

Other:

- Attend weekly staff meetings
- Attend staff trainings/retreats and other events
- Attend MAPS' fundraising events
- Assist with office tasks and special projects as requested