



Job title: Patient Services Helpliner	FLSA Status: Non-Exempt
Reports to: Patient Resources Manager or Director	Position Supervises: N/A

Clearway’s mission is to help women make one of biggest decisions of her life—what to do with her unplanned pregnancy. Our free medical clinics are staffed by specialists in early pregnancy counseling and diagnosis and our services include ultrasound, pregnancy testing, abortion pill reversal, STD testing, prenatal classes, and post-abortion counseling. We are deeply passionate about helping women make life-affirming decisions. Although we do not provide or refer for abortions, we support each woman regardless of the decision she makes about her pregnancy. We have faithfully served greater Worcester County since 2000 and expanded into Springfield in 2018. Our clients have come from 100+ towns, including neighboring states, demonstrating the great demand for our services. Our clients also represent 54 different nations—so we are reaching the world from right here in Massachusetts.

Non-negotiable characteristics of a person well suited to join our team of compassionate and hard-working professionals include some of these qualities: a mature Christian with impeccable integrity, detail oriented with excellent time management and decision-making abilities.

Job purpose

Along with scheduling patient appointments and answering and directing clinic calls, we are looking for a mature Christian who has excellent interpersonal skills, is able to work well in all modes of communication and has a savviness with technology and social media applications. This person must have impeccable integrity, be non-judgmental and can easily shift gears during a conversation and think quickly on their feet—a person with a professional yet comforting and loving nature who can easily put people at ease.

Competencies

- Attention to Detail
- Communication Skills
- Initiative
- Organizational Skills
- Teamwork

Duties and responsibilities

- Handles all incoming inquiries via phone, website chat, text, and emails, with the intent of converting callers from an inquiry to an appointment
- Responds to all inquiries with a sense of urgency while providing excellent customer service
- Schedules appointments for new patients; provides appointment confirmations; provides follow-up calls as needed
- Creates a welcoming atmosphere for all visitors and patients to the clinic
- Completes patient registration as well as clinic data entry, as needed
- Navigates multiple technology platforms to manage all incoming communications with ease
- Manages a multiline telephone system, minimizing hold time and directing calls as needed

- Consistently utilizes approved clinic scripts with every patient
- Performs all duties within HIPAA regulations
- Maintains cleanliness of the waiting area and front office spaces
- Orders, receives and stocks office/medical supplies as well as handling any incoming clinic donations
- Assembles patient resource items as needed

Additional Duties and responsibilities

- Participates in staff meetings and training as needed
- Performs other duties as assigned

Qualifications

- High School Diploma or GED; Associate degree preferred
- 1-year similar work experience
- Excellent oral and grammatical skills
- Proficient with word processing
- Fast learner with new systems and proficient using email/text/chat platforms/social media platforms
- Computer proficiency with an understanding of operating systems and data entry
- Bilingual candidates are encouraged to apply (Spanish or Portuguese preferred)

Working conditions

Work performed in a faith-based medical office environment; travel to alternate clinic sites for work functions is required; travel between sites may occur as necessary to cover staff shortages

Physical requirements

Required to sit for long periods of time; use of hands and arms to complete tasks; may need to walk or stand in the course of work as well as light to medium levels of lifting of supplies or equipment

Spiritual requirements

- Agrees with and is willing to uphold the clinic's Mission Statement, Statement of Faith and Belief, Statement of Sanctity of Life, Statement on Marriage, Gender and Sexuality and Statement of Biblical Authority
- Exhibits a strong commitment and dedication to the sanctity of all human life and to the value of sexual purity
- Participate in weekly devotionals
- Pray for other staff members

I agree to perform all duties and responsibilities of this position as specified in this job description.

Employee Signature

Date