

<b>Job title</b>	<i>PDHC Connections Coordinator 2</i>
<b>Reports to</b>	<i>Manager, Connections</i>
<b>Hours</b>	<i>20 hours/week - hours and shifts may vary 2<sup>nd</sup>-3<sup>rd</sup> shifts, evenings, nights, weekends</i>
<b>Classification</b>	Non-exempt, hourly

### **Job Purpose**

The Connections Coordinator is responsible for extending compassionate and timely direct client care to include crisis intervention via 24-hour hotline and online consultation. Connections services are intended to meet clients at their point of need, often as their initial contact to PDHC. The Coordinator assists center and administrative staff with client outreach, multi center scheduling needs and organizational communication.

### **Staff Supervision**

This position will not be responsible for any staff supervision but will have volunteer supervision duties as needed.

### **Essential Duties and Responsibilities**

- Interact with clients through 24-hour text, call, email and chat platforms
- Schedule in center and/or Televisit appointments as appropriate to include pregnancy and STI testing, resource and referral visits, ultrasound, options consultation, material aid pick-up and parenting class registration
- Monitor and reconcile online appointment availability
- Complete reminder texts, exit surveys and no-show follow-up for multi-center scheduler
- Provide accurate information on pregnancy, abortion, adoption, and PDHC services
- Facilitate community resources and referrals when indicated, including abortion recovery and pregnancy loss support
- Direct general business inquiries to appropriate PDHC staff
- Assist with volunteer training or shadowing as needed
- Track hotline calls and complete accurate data entry, to include documentation of client correspondence
- Communicate regularly with Connections Manager to assure continuity of client care
- Regularly attend in person training offerings, business meetings and banquets
- Complete annual HIPAA training.
- Perform all other duties as assigned

### **Access Levels**

- Access to facilities during normal business hours.
- CoolFocus: Clients Only
- SharePoint

## **Qualifications**

- Pro-life convictions and heart-felt desire to represent and live out the policies and principles outlined in the PDHC mission statement, the Employee Commitment Statement and the Employee Manual
- Attests commitment to the Christian faith by the Nicene Creed and participates in local church
- Life-affirming crisis intervention experience and training, preferred
- Strong multi-tasking ability, independent self-starter with the desire to be a team-player
- Computer and smart-phone proficiency
- Familiarity with various social media and software applications
- Excellent oral and written communication skills, with strong attention to detail
- Flexible and adaptable during change and crisis, aptitude in problem-solving
- High School degree, some college preferred
- Experience and sensitivity working with individuals from diverse cultural backgrounds

## **Working conditions**

The Coordinator primarily works remotely but may be asked to provide Center staffing coverage as needed.

Connections Coordinator 2 requires regular evening and weekend availability.

## **Physical requirements**

This position may require sitting or standing for extended periods of time and lifting up to 40lb. objects on an as needed basis.