



Job Description: Receptionist

For: _____

Dept: Client Services

Reports To: Client Services Manager

FSLA Status:

QUALIFICATIONS:

1. Express full agreement with Birth Choice's (BC) Statement of Faith, Purpose Statement, Statement of Commitment and Statement of Organizational Belief and Conduct
2. Exercise Matthew 18 principals and follow the personnel handbook
3. Is dependable, stable, and capable of following through on commitments
4. Maintains a consistent life-affirming philosophy and would never refer or advise a client to have an abortion or refer for Birth Control
5. Has a sincere desire to reach out to at-risk clients considering abortion
6. Completion of applicable training

SKILLS:

1. Advanced computer skills
2. Effective communication & listening skills
3. Time Management
4. Attention to detail
5. Team player
6. Spanish-speaking (**preferred, but not required*)

RESPONSIBILITIES:

The receptionist makes sure that the office is a warm and welcoming place for our clients and the first point of contact for our clients. The reception area should be clean, orderly and quiet.

1. Answer phones
2. Have the ability to carry out a phone intake in necessary.
3. Greet clients
4. Prepare client folders for client advocates when clients arrive when needed

5. Carry out all opening & closing procedures
6. Maintain client confidentiality and a professional quiet while on shift
7. Attend in-service meetings, increasing knowledge of client support and services offered
8. Maintain a reliable, professional and consistent manner of operation
9. Take all messages and email person with the information so they can follow-up

Printed Name

Signature

Date



Job Description: Client Advocate

For: _____

Dept: Client Services

Reports To: Client Services Manager

FSLA Status:

QUALIFICATIONS:

1. Express full agreement with Birth Choice's (BC) Statement of Faith, Purpose Statement and Statement of Commitment
2. Exercise Matthew 18 principals and follow the personnel handbook
3. Is dependable, stable, and capable of following through on commitments
4. Maintains a consistent life-affirming philosophy and would never refer or advise a client to have an abortion or refer for Birth Control
5. Has a sincere desire to reach out to at-risk clients considering abortion
6. Completion of Birth Choice training, which includes video observation, classroom instruction, assigned reading, shadowing with trained volunteers and periodic evaluations with Client Service Manager

SKILLS:

1. Basic use of technology
2. Effective communication & listening skills
3. Time management
4. Attention to detail
5. Team player
6. Spanish-speaking (**preferred, but not required*)

RESPONSIBILITIES:

The Client Advocate is responsible for the education, emotional support, and assistance of clients

1. Greet clients and complete intake forms relevant to client needs. Provide emotional support in a pleasant and non-judgmental tone. Maintain a pleasant and courteous voice with clients, offering assistance, especially to abortion-vulnerable clients.
2. Oversee pregnancy self-testing when applicable
3. Observation of ultrasound and client support
4. Be familiar with all community resources & referral files and be able to efficiently give information to clients. Provide education and referrals related to adoption, after abortion care, social services, and other areas of need.
5. Provide education and guidance in the areas of abstinence, contraception, and STDs, as well as in the areas of fetal development and abortion.
6. Provide clients with opportunity to be in the Earn While You Learn program when applicable.
7. Provide clients with needed material goods.

8. Pray with clients and discuss their spiritual relationships, encouraging them to seek an active relationship with Jesus Christ and get involved with a church when appropriate.
9. Office Responsibilities
 - Complete intake sheets, and other forms in client files from start to finish with each client.
 - Maintain correspondence with your clients as they are willing and make note of all correspondence and all correspondence attempts in Cool Focus.
 - Maintain client confidentiality and a professional quiet while on shift.
 - Assist with closing of office at end of day, including cleaning up, turning off lights, locking doors, and taking out all trash.
 - Attend the in-service meetings, increasing knowledge of client support and services offered.
 - Complete assigned reading of brochures, policies and procedures and attend webinars and any additional educational opportunities as directed by Client Service Manager.
 - Complete other duties as assigned by staff.

Printed Name

Signature

Date



Job Description: Medical Team Member

For: _____

Job Title: Medical Team Member

Dept: Medical

Reports To: Director of Medical Services

FSLA Status:

QUALIFICATIONS:

1. Express full agreement with Birth Choice Mission and Vision Statement, Statement of Faith, Code of Christian Conduct and Statement of Commitment.
2. Follows Personnel Handbook Conflict Resolution using Matthew 18 principles.
3. Is dependable, stable, and capable of following through on commitments.
4. Has a sincere desire to reach out to at-risk patients considering abortion.
5. Maintains a consistent life-affirming philosophy and would never refer or advise a client to have an abortion or refer for Birth Control.
6. Is licensed/registered and in good standing in the state of California as an RN or an RDMS (credentialed in OB/GYN specialty or approved skills assessment by RDMS approved instructor.)
7. Is current in certification for Basic Life Support (BLS).
8. Possesses physical stamina required for standing for long periods of time, good eyesight or corrected vision to view images in dimmed light.
9. Shall have a health examination within 6 months prior to or within 15 days after commencing work and at least annually thereafter by a person lawfully authorized to perform such examinations.
10. Completes didactic course in addition to hands-on ultrasound skills training as required or needed for limited OB Ultrasounds.

SKILLS:

1. Good hand-eye coordination
2. Strong technical skills (working with computers, typing)
3. Spatial ability
4. Detail orientation
5. Critical thinking skills
6. Team player
7. Time management skills
8. Spanish-speaking (**preferred but not required*)

RESPONSIBILITIES:

As part of the Birth Choice of San Marcos team which provides support and care to the clients, the Medical Team Member maintains professional standards of care in conformity with the Hippocratic Oath. The Medical Team Member works in conjunction with other Birth Choice clinic personnel to assure that clients are receiving the best medical, nursing, and psychosocial care possible. As a member of Birth Choice personnel, it is expected that the Medical Team Member attends 3 of the 4 scheduled quarterly in-service meetings.

1. Ensures that the client feels welcome upon her arrival for the medical examination.
2. Performs history and physical examinations such as ultrasound, vital signs, pregnancy tests, etc.
3. Reinforces the humanity of the unborn child with the client.
4. Provides client education according to Birth Choice of San Marcos Policies and Procedures including spiritual education and wellbeing.
5. Respects confidentiality and privacy per HIPAA.
6. Ensures that OSHA guidelines are followed.
7. Completes necessary client documentation in a timely manner.
8. Actively pursues opportunities for professional development through continued education and training.

Printed Name

Signature

Date



Job Description: Baby Bottle Assistant

For: _____

Dept: Baby Bottle Coordinator

Reports To: President/CEO

FSLA Status:

QUALIFICATIONS:

1. Express full agreement with Birth Choice's (BC) Statement of Faith, Purpose Statement and Statement of Commitment.
2. Exercise Matthew 18 principals and follow the personnel handbook.
3. Is dependable, stable, and capable of following through on commitments.

SKILLS:

1. Basic use of technology (Excel, Box)
2. Effective communication & listening skills
3. Time management
4. Attention to detail
5. Team player
6. Spanish-speaking (**preferred, but not required*)

RESPONSIBILITIES:

The baby bottle assistant is responsible working under the direction of the Baby Bottle Coordinator for all Baby Bottle fundraisers throughout the year.

1. Working under the direction of the Baby Bottle Coordinator.
2. Understanding and following through on document "Office Procedures for BBD" for specific instructions on timing and contacts needed
3. Complete baby bottle drive checklist when a Church has confirmed date for baby bottle drive as needed.
4. Interfacing with contact person prior to set up as needed.

5. Overseeing preparation of bottles needed, ready 2 weeks in advance, and deliver the week of the drive
6. Help coordinate at least 2 volunteers for distribution at each service, and each entrance
7. Information table set up and stocked, if approved by church
8. Speak at churches if asked to represent Birth Choice.
9. Help w/ collection/delivery to center immediately following collection (2 people w/ prior approval of CEO)
10. Assist with baby bottle inventory and notifying Baby Bottle Coordinator when additional bottles need to be purchased

Skills:

1. Professionalism in interfacing with others
2. Represent Birth Choice accurately.
3. Interface with Baby Bottle Coordinator on needs for events.
4. Timely in meeting all deadlines
5. Accurate records of bottles distributed/collected/attrition rate
6. Supplies ordered and stocked 2 weeks ahead
7. Bottles returned to San Marcos Center's locked closet immediately

Printed Name

Signature

Date