



Clinic Coordinator-Danville Job Description

Objectives of the Position: to promote a positive impression of the Blue Ridge Pregnancy Center as an Ambassador of Jesus Christ by assisting those making contact via email, phone, chat, in person, or through other means. The Clinic Coordinator is the first point of contact between the public and the Center. As such, the person in this role conveys the principals and ideals of the Blue Ridge Pregnancy Center with excellence and professionalism. In addition, this position supports the smooth functioning of the center by assisting with administrative and clerical tasks. The Clinic Coordinator displays a heart of compassion toward clients in their time of need, while being professional and comfortable greeting anyone who enters our doors.

Reports to: Patient Services Coordinator (and Nurse Manager as appropriate)

Status: Non-Exempt, Full-time (32 hours/week)

Minimum Qualifications:

- A committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and who is an active member of a local church.
- Exhibit strong commitment and dedication to the sanctity of human life and the pro-life position as well as God's design for biblical sexuality and marriage
- Agree with and be willing to uphold the Commitment of Care and Competence, Core Values, Statement of Faith and Commitment of Christian Conduct and all other policies of the center
- Is warm, friendly, self-motivated, dependable, and responsible
- Must be a problem-solver with the ability to find the best solutions as problems arise
- Must have a strong work ethic and respect patient and center confidentiality at all times
- Possess effective communication and organizational skills and work well with others
- Possess excellent phone skills with the ability to respond to sensitive or crisis phone calls with kindness, patience, empathy, and compassion
- Be able to perform routine clerical duties including those on the computer
- Possess excellent time management skills to complete daily/weekly duties as assigned
- Must be flexible and adaptable with the ability to handle frequent interruptions and multiple tasks at once while maintaining focus and a calm demeanor

Preferred Qualifications:

- High school diploma or equivalent, administrative experience and some customer service experience and/or experience in a helping profession or volunteer role is helpful

Major Responsibilities and Duties:

- Perform opening or closing duties, as necessary
- Promptly and professionally greet and welcome patients and visitors
- Handle incoming calls for the pregnancy center; schedule patient appointments; forward calls or take messages as appropriate; refer calls to Nurse Manager, as appropriate
- Demonstrate comfortability with communicating our mission to donors, volunteers, etc.



- Handle incoming mail and packages
- Keep reception/lobby area visually presentable, welcoming, and organized
- Complete Receptionist training; become skilled at successfully managing calls from abortion-vulnerable, abortion-minded, and parenting patients
- Become familiar with telephone and office procedures
- Check patients and male clients in and process intake information for each appointment; prepare paperwork for male and female advocates to keep the appointments on schedule
- Maintain confidentiality at all times with patients, staff, volunteers, and donors
- Perform basic clerical jobs including typing, entering information into the computer, making copies or calls, sending or receiving faxes
- Work closely with Patient Services Coordinator, Nurse Manager, and Men's Engagement Coordinator (as appropriate), to serve our patients with excellence and achieve our mission
- Communicate effectively with nursing staff and patient advocates regarding appointments
- Communicate/Coordinate with Pregnancy Education/Boutique staff regarding clients interacted with for diaper pickups as well as one-time gifts or donations
- Check center voicemail and monitor appointments requests from website as received and make calls or forward requests as appropriate
- Send daily appointment reminders to patients and male and female advocates
- Process both physical and financial donations received; write and mail thank you notes for all monetary donations under \$1k weekly
- Maintain tidiness of each counseling room and replenish care baskets; Ensure all Medical Clinic and patient lobby trash cans are emptied daily
- Order office supplies for the Medical Clinic; Perform any additional tasks, as directed
- Oversee volunteer activities in collaboration with Patient Services Coordinator
- Keep patient schedule and phones up to date based on holiday hours/closures; place signs on medical clinic doors as needed for closures or staff meetings
- Update patient schedule to reflect staff and advocate absences or appointments that should be blocked out as a result, including for staff meetings or other events



Last Modified: 2/27/2025

Prepared By: Jane Oliver, Executive Director

Approved By:

Employee Acknowledgement:

I have read and understand the Position Description for the position I hold at Blue Ridge Pregnancy Center. A copy of the Position Description has been provided to me for my records. I acknowledge, understand and agree that:

1. It is to inform and assist me in the performance of my duties at Blue Ridge Pregnancy Center.
2. It does not constitute an employment contract with Blue Ridge Pregnancy Center.
3. It does not confer any rights for any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of Blue Ridge Pregnancy Center

I understand and agree that my employment with Blue Ridge Pregnancy Center is "at will" and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

Signature: _____ **Date:** _____

Original: Employee's Personnel File

Copy: To Employee

Copy: Position Descriptions File