



Patient Services Coordinator Job Description

Objectives of the Position:

As an ambassador of Jesus Christ, the Patient Services Coordinator shall oversee the daily activities of the Danville Center for serving in various departments, as it pertains to the central mission of providing peer counseling and support to patients dealing with an unexpected pregnancy. This Coordinator shall serve in and oversee the daily patient activities of the Center and recruit, train and maintain volunteer advocates for serving in various departments of the Center. The Patient Services Coordinator is also equally trained to be a peer counseling-advocate or back-up Clinic Coordinator as needed.

Accountability:

The Patient Services Coordinator is accountable to and under direct supervision of the Patient Services Director and Executive Director of the Blue Ridge Pregnancy Center in Lynchburg and works closely with the Danville Nurse Manager, Clinic Coordinator, and Men's Engagement Coordinator to ensure the highest quality of patient and patient care.

Qualifications:

- A committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord and is an active member of a local church
- Exhibit a strong commitment and dedication to the pro-life position and God's design for marriage and sexuality
- Agree with and be willing to uphold the Mission and Vision statements, Statement of Faith, Code of Christian Conduct, Statement of Policy, and Statement of Principal and all other policies and procedures of the Blue Ridge Pregnancy Center
- Have a minimum of 1 year of experience as a volunteer or employee in some ministry capacity or in a helping-related field
- Exhibit skills in effective interpersonal communication, organizational skills, management, teaching, public speaking, problem solving, and computer use
- Be able to provide spiritual leadership, discipleship, and support to volunteers and clients
- Be a self-starter, able to carry out responsibilities with little or no direct supervision; exhibit strong attention to and follow-through with details; demonstrate flexibility and the ability to pivot to meet center needs
- Willingness to be trained in all areas of patient services
- Has an eye for detail and is able to manage, organize and analyze clinic statistics

Major responsibilities:

1. Manages Patient Services:

- Trains to full competency as patient advocate and clinic coordinator
- Formulates and forwards regular reports on patient data to the Patient Services Director
- Maintains, organizes and tracks relevant information from clients that is obtained, recorded, and reported in the established manner
- Ensures patient-related supplies and educational materials are stocked and updated

- Ensures Patient and Volunteer database is maintained
- Ensures appropriate referrals are made for clients, and that they are up to date
- Ensures counseling areas are maintained

2. Manages Patients Services Staff:

- Supervises the Clinic Coordinator and serves as back-up for this role
- Be available to volunteers, interns, (if applicable), and staff for information, questions, and assistance in their work

3. Supports maintenance of the quality of patient services:

- Recruits and trains new volunteers as Patient Advocates or mentors, and serves as a Patient Advocate when needed
- Assists and provides coaching to volunteers to best carry out the ministry of the Center
- Coordinates with Patient Services Director about ongoing in-service training activities and events for patient services, volunteers, and staff
- Implements updates to policies, procedures, and forms that involve services as directed by the Patient Services Director
- Attends educational seminars/continuing education and is willing to represent the Center in the area of education/presentations
- Able to work independently and be flexible with hours
- Works closely with the Danville Nurse Manager and Men's Engagement Coordinator to ensure appointments run smoothly and effectively to fulfill our mission
- Oversees interns, interviewing them and is responsible for evaluations (when applicable).

4. Regularly attends all staff meetings.

5. Participates in fundraising and awareness events as Patient Services Coordinator.

Evaluations:

The Patient Services Coordinator shall receive an evaluation by the Patient Services Director and/or Executive Director annually.

Last Modified: 7/15/26

Prepared By: Julie Tompkins, Patient Services Director

Approved By: Jane Oliver, Executive Director

Employee Acknowledgement:

I have read and understand the Job Description for the position I hold at Blue Ridge Pregnancy Center, (BRPC). A copy of the Job Description has been given 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 BRPC.
2. It does not constitute an employment contract with BRPC.
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 BRPC.

I understand and agree that my employment with BRPC 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:** _____