



**JOB DESCRIPTION: Office Assistant/Helpline Responder**

**Objectives:** Answer the phone, greet patients, and perform duties as assigned below

**Reports to:** Clinic Manager

**Supports:** Patient Staff and Administrative Staff

Work hours per week: 25 hrs, \$12 per hour

**Qualifications:**

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ and growing in Christ through Bible Study and church attendance.
2. To have a desire to reach out with the love of Jesus to people in distress. To have a strong motivation to serve others in a loving, caring, nonjudgmental manner.
3. Christian who is committed to carrying out the mission and vision of Hope Clinic.
4. Exhibit strong commitment and dedication to the sanctity of all human life.
5. Exhibit strong commitment and dedication to sexual purity.
6. Agree with and be willing to uphold the Statement of Faith and Principles, Commitment of Care, Confidentiality and Policies and Procedures and Employee Handbook.
7. Ideally, to have one to two years of experience and/or a college degree
8. Exhibit strong interpersonal and administrative skills.
9. Knowledgeable, ability to self-teach, and/or ability to learn cloud-based programs to include, but not limited to-email, Word, Excel, Publisher, PowerPoint, Outlook, Adobe, and Canva
10. Be able to lift to 35 pounds

**Essential Responsibilities:**

1. Spiritual conduct-maintain Biblical standards in the care of patients and relationships with other staff and volunteers.
2. Answer phone-schedule appointments according to the guidelines and procedures
  - a. Receive training and follow instructions on handling the challenging client calls we receive.
3. Route calls and messages to the appropriate staff member/volunteer.
4. Greet clients-follow guidelines and procedures on client flow
5. Perform data entry by inputting patient information in database system (Ekyros-training provided)
6. Create or edit documents as assigned by administrative staff

7. Provide support to patient staff and volunteers making sure all patient records are complete after each visit.
8. Protect patients' confidentiality by making sure protected health information is secured; receive training and follow guidelines
9. Emergency phone calls -- Refer caller to a local hospital emergency room, their own physician, and/or advise to call 911.
10. Prepare urine cup and pregnancy test.
11. Order and organize inventory needs: office and cleaning supplies and educational brochures alongside staff.
12. Become familiar with the Community Resource list and update as needed
13. Other Responsibilities:
  - a. Successfully complete required classroom and in-office training
  - b. Read and become familiar with Hope Clinic's Employee Handbook
  - c. Assist Clinic Manager with volunteer receptionist training and oversee volunteers receptionist.
  - d. Assist Clinic Manager with ensuring any volunteer check-off list is completed during the training process.
  - e. Attend staff and volunteer meetings to better equip your service
  - f. Assist other staff and volunteers with office responsibilities when needed
  - g. Conflict Resolution and Grievances-refer to Employee Handbook
  - h. To commit to our policy of confidentiality and guard against discussing clients away from the clinic
  - i. Pray before you start your day at the clinic and ask someone outside the clinic to pray for you.
  - j. Be Hope Clinic's messenger to the community

\*Hope Clinic is an equal opportunity employer.

Receive an annual evaluation by the Clinic Manager regarding operational matters and job performance.