

Client Intake Job Description

**Job Title: Client Intake - Forest Park
Operations/Client Care**

Report to: Director of

Classification: Full-time

RESPONSIBILITIES: Provides client support including appointment scheduling, phone intake, client advocacy, data entry, follow up, and other administrative support to the Clinic. Client Intake is the “Face of the clinic” requiring the ability to learn from training materials, master phone etiquette, present the PAC brand with compassion and sincerity with a life-affirming tone.

PREGNANCY AID CLINIC MISSION:

Operating with the Catholic belief in the sanctity of life, PAC compassionately delivers services and programs created to lift up women, men and families during moments of uncertainty or grief, through a journey designed to reveal their own dignity and claim their own future.

ESSENTIAL DUTIES:

1. Perform reception duties, appointment scheduling, check-in and data entry
2. Engages with clients per PAC’s client advocacy guidelines
3. Applies PAC’s policies and phone protocol to client phone engagement
4. Provide appropriate referrals and resources to clients
5. Performs adequate and timely follow-up with clients
6. Provides support for performance of clinic inventories
7. May provide support to fund-raisers, health fairs, ministry fairs and support at tables to include responding to questions regarding the mission of both Clinics
8. Providing quality control of client data as requested or assigned
9. Pull data reports, log client outcomes and assist in measuring metrics
10. Continuing education on issues relating to abortion, adoption, and parenting
11. Comply with all clinical policies
12. Perform any additional duties requested by supervisor

Qualifications

1. Bachelor’s Degree preferred.
2. Social services or counseling experience preferred
3. Bi-lingual, Spanish-speaker preferred
4. Excellent oral, written and interpersonal communication skills
5. Self-starter with good judgment and integrity
6. Excellent administration and good organizational skills

7. Willingness and ability to serve clients and other Pregnancy Aid Clinic constituencies (including other staff, donors, vendors, etc.) in a way that honors our faith-based mission and promotes Pregnancy Aid Clinic's life-affirming ministry.
8. Willingness and ability to share faith by word and example, including prayer, to encourage clients, staff, and other Pregnancy Aid Clinic constituencies and to contribute to an office environment conducive to supporting Pregnancy Aid Clinic ministry of life.
9. Expresses full agreement with corporation's Statement of Principle, Mission Statement, Articles of Incorporation, and By-laws.
10. Outgoing, with an ability to learn out to abortion-vulnerable and abortion-minded women.
11. Maintains a consistent life-affirming philosophy and would never refer or advise a woman to have an abortion. (When a situation arises where a woman's life is at risk, the clinic advocates taking measures to preserve her life, hoping that the woman and her child can both be saved.)
12. Demonstrates a positive attitude with willingness and awareness of the basic human needs of all clients with particular mindfulness of the dignity and worth of the person, irrespective of the client's race, religious practices and cultural or moral beliefs.
13. The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions.

I have received a copy of this complete job description. I understand, affirm, and subscribe to the requirements, responsibilities, and duties of this job.

Employee _____ Date _____

(Signature)

Employer _____ Date _____

(Signature)

Title _____

