



Job Description

Center Coordinator

Reports to: Nurse Manager

Hours: 27-30 Hours Weekly

Revised: March 2024

Job Summary

The Center Coordinator role acts as the first face of Resource Health for clients during their initial visit. This role uniquely requires the ability to be administrative as well build trust and relationships along with strong assessment skills and discernment skills. They work under the supervision of the Nurse manager and within Resource Health culture.

Job Requirements

- Agrees with the Mission, Vision, and Belief Statements of Resource Health
- Exhibits a mature relationship with Jesus Christ as our Lord and Savior
- Pro-life in practice and belief with a consistent life-affirming philosophy and a desire to reach abortion-vulnerable and abortion-minded women.
- Well established as a member of a like-minded church with pastoral support
- Has a heart for sharing the Gospel, discipling others, and spiritual discernment to minister Jesus to clients.
- Ability to work autonomously and be self-directed in the implementation of job duties.
- Demonstrates proficiency in interpersonal communication.
- Ability to show compassion towards all clients.
- Team player who shows a willingness to work in collaboration with client services staff.
- Willingness to be flexible and adapt to changes and restructuring of position as directed by the Nurse Manager
- Perform other job-related duties as directed by the Nurse Manager and/or Chief Nursing Officer
- Proficient in the use of Microsoft Word, Excel, Outlook, and various web-based software
- Technology Proficient
- Must be teachable within the structure of a team environment.
- Willingness to cross-train in other Client Services positions.
- Completion of Resource Health Training

Job Requirements

- Holds current CPR certification or willingness to become certified and stay certified throughout employment.
- Must be 21 years of age or older.

General Responsibilities

- First face for every client walking through the door of Resource Health
- Oversees appointment flow of male and female client for each visit.
- Consultation and assessment of risk factors for all clients interested in our services.
- Answers phones as backup to primary receptionist and covers primary receptionist role as needed.
- Fills in as needed in a client services specialist/female advocate role to meet with abortion-vulnerable or abortion-minded clients.
- Administers pregnancy test as needed and in collaboration with nurse.
- Takes weekly and monthly inventory counts and documents in database.
- Assists with client chart audits.
- Oversees ordering office and general building supplies.
- Completes monthly report of center visits and submits to CNO and Nurse Manager.
- Assesses and evaluates client needs for appropriate Resource Health services and community resources.
- Collaborates with other Client Service departments for necessary appointments.
- Accurately documents client activity in database.
- Willing and able to float to all locations when needed.
- Able to lift 30 pounds.

Staff Development

- Annual Performance Review
- Completes bi-annual CPR certification.
- Completes annual HIPAA training.
- Attends quarterly all staff meetings.
- Participates in staff training and in-services.