

**Hands of Hope Tucson**  
Client Care Coordinator/Specialist

**Job Description**

**Reports to:** Intervention Service Manager

**Division:** Intervention

**Classification:** Full-time, non-exempt

**Hours per week:** 40 hours

**Purpose:** To support educational, religious, and charitable activities consistent with the mission and purposes of Hands of Hope Tucson, which are based on biblical principles. This position will specifically represent the Hands of Hope Pregnancy Medical Center as a first point of contact with clients and others, meeting people at their point of need and coordinating services. Additionally, you will meet with clients at our center and on our Mobile Medical Unit.

**Qualifications:**

Education and Experience

- Required High School Diploma (or GED)
- Preferred College Degree
- Minimum one year experience as a receptionist or administrative assistant
- Experience in Christian ministry, medical or social services environment preferred
- Experience working with clients in one-to-one situations preferred

Skills

- Excellent communication skills (written and verbal)
- Proficient in: Microsoft Office 365 Database experience preferred.
- Detail-oriented and organized with a proactive approach to work
- Medical background preferred
- Able to multitask, adaptable to changes
- Healthy interpersonal communication skills
- Bilingual (English/Spanish)

Other requirements:

- In full agreement with the Hands of Hope Tucson Statement of Faith, Statement of Principle, and Statement of Marriage, Gender & Sexuality
- In full agreement with the Hands of Hope Tucson Mission and Vision Statement
- Demonstrated passion for Jesus Christ and pro-life ministry
- Professional dress and manner
- Physical: able to lift 20 pounds
- Transportation: required

**Job Duties:**

Client contacts:

- Answer, manage and route incoming phone calls and all initial client contacts. Check and reply to emails throughout the day.
- Receive clients and others, and provide a welcoming atmosphere in the center and waiting room
- Accommodate walk-in clients as able

**CLIENT SERVICES:**

### Resources

- Research and vet community resources for ministry impact
- Organize and maintain resource inventory
- Communicate to volunteer and staff any new or changed resources available
- Create and maintain inventory reports for Intervention Services Manager

### Client Scheduling:

- Schedule appointments for pregnancy tests, ultrasounds, peer counseling, STI testing and treatment.
- Assess at-risk clients and follow proper scheduling protocol in a timely manner.
- Advise Client Advocates of their appointments and any client circumstances or situations.
- Send appointment reminders via Ekyros the day before.
- Follow Mandatory Reporting protocol when Intervention Service Manager and staff are absent
- Attend volunteer in-service meetings as directed.
- See clients as needed
- Chaperone ultrasounds as needed.

### Records/Data Entry:

- File completed client intakes, check for mistakes in intake and documents.
- Enter client data from the Web Request Excel sheet and submit monthly report to Intervention Service Manager
- Process forms from client's intake, and process their ID.

### Operations:

- Maintain center scheduling
- Schedule Web Request appointments
- Check voicemails
- Hospitality, maintain a clean work environment.
- Sort and handle incoming and outgoing mail.
- Other duties as directed by the Interventions Center Manager

### **General Requirements:**

- Check the work email account daily and provide a timely response to requests.
- Participate in regular and special staff meetings and prayer times.
- Under direction of Intervention Service Manager, develop position goals that will work to accomplish the mission of Hands of Hope Tucson. Meet regularly with the supervisor to track progress on goals.
- Participate in an annual position review which will include updating job description and developing new goals.
- Develop and maintain a reference binder of information for position.
- Cross train another staff member on essential tasks for times of absence.
- Develop organized filing systems. Maintain documents for Diaper bank, process every other file and shred unless directed otherwise from Interventions Service Manager.
- Adhere to Hands of Hope Tucson policies & procedures.
- Interact ethically, empathetically, professionally, and respectfully with all clients and co-workers.
- Ability to work under pressure, ask for help when needed
- Great team player

### **Acknowledgment:**

This job description in no way implies directly or indirectly that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities and aptitudes to perform each duty proficiently. Continued employment remains on an at-will basis.