

We provide life-affirming alternatives through support and services to pregnant women in the East Metro area of the Twin Cities. Through a coach approach our goal is to positively impact our clients helping them achieve healthy, lasting changes in their lives. We endeavor to foster trust through providing a safe, respectful coaching environment to help them overcome their personal struggles through growth and transformational change.

Position Description - Receptionist / Office Assistant

Purpose - The Receptionist/Office Assistant at Options for Women is responsible for client/patient case management and flow as well as support to donors and visitors.

Time Commitment - Non-exempt part-time position with hours M-Th 6-20 hours a week.

Reporting Assignment - Reports to Executive Director

Training

- Elevate Life Training
- Orientation to Options for Women East and on-the-job training.
- HIPAA/OSHA Training

Qualifications

- Expresses full agreement with OFWE's Mission Statement and Policies.
- Willing to comply with policies and procedures of the clinic and work within the organizational structure.
- Is a strong team player who creates an environment of mutual respect and fosters cooperation.
- Has a sincere desire to reach out to abortion-vulnerable and abortion determined women.
- Exhibits strong commitment and dedication to the sanctity of all human life.
- Exhibits strong commitment and dedication to sexual purity.
- Exhibit strong interpersonal and administrative skills.
- Adept at Microsoft Word, Excel, Outlook, and other computer skills.

Responsibilities

- Responsible for opening and closing procedures of the clinic each day.
- Provides reception and phone coverage at the front desk, overseeing appointment scheduling, client/patient care management, and client flow.
- Controls daily schedule in CMS and texts next day appointment reminders.
- Greets clients/patients, guests, or donors as they arrive, discerning their needs, answering questions.
- Responsible for the atmosphere of the lobby always. Triage and accesses client's needs, emotional well-being, and interactions with significant others.
- Checks in clients/patients, noting show or no-shows in CMS.
- In charge of electronic faxing and communication with partner hospitals.
- Responds to all client/patient communication via fax, text, website, and online forms.
- Assists donors dropping off material donations at the back door. Writes and sends donation thank you cards that same week.
- Quality Control: Reviews all client charts after each appointment, to assure accuracy and continuity between charts and CMS entries.

- Maintains and updates client marketing.
- Put supplies away as they are delivered.
- Completes other relevant duties as such as participation in fundraising and development outreach as assigned by the Executive Director.
- Attend Staff Meetings and in-services, increasing knowledge of client support and services offered.
- Assists in donor development administrative activities such as phone calls, thank you letters, and donor data entries.

Staff Development

- Maintains regular attendance to all staff and medical team meetings.
- The Receptionist receives an annual evaluation from the Executive Director.

Commitment to OFWE's organizational values

- We do not perform or refer for abortions or provide artificial contraception, but we do educate on all abortion procedures and all types of contraception.
- We promote healthy choices regarding sexuality that both honor the dignity of the human person and completely avoid sexually transmitted infections and unintended pregnancy.
- We believe in the sanctity of human life, the inherent dignity of each person, from conception to natural death.
- We give our clients/patients the right to receive comprehensive, medically accurate information provided in a respectful and compassionate way and understand the importance of addressing the needs of the whole person – physical, emotional, spiritual, and social – when providing services.