



Telehealth Nurse

Job Description

Reports To

Nurse Manager and Call Center Director

Basic Function

The Telehealth Nurse will be a Registered Nurse position to provide virtual assistance to women calling the Telehealth Center for abortion information. The Registered Nurse will perform a virtual health assessment and schedule ultrasound appointments at appropriate FCWS locations. She will further provide support, care, and education to the Callers under the direction of the Nurse Manager. This position will report to the Nurse Manager for medical services and the Call Center Director for daily oversight.

Principal Responsibilities

- Participate in prayer as an integral part of the day-to-day operation of the Telehealth Center
- Perform Virtual Health Assessments as initial intake for Callers and schedule ultrasounds according to the requirements of the Medical Director
- Provide support, care, and education for all callers as appropriate
- Perform full Virtual Counseling Session for Callers who are not eligible for same day or next day ultrasound
- Notify FCWS Center Sonographers when ultrasounds are scheduled at their location
- Maintain accurate records regarding assessment, education, and follow up
- Renew CPR certificate annually
- Review clinic policies and procedures and infection control guidelines annually
- Provide end of day Call Record to Telehealth Center Director and Nurse Manager
- Commit to working 20 hours per week
- Serve as back-up to the Scheduler
- Commitment to ministry and client confidentiality, complying with HIPPA privacy protocols

Qualifications:

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Exhibit strong commitment and dedication to the pro-life position
- Agree with and be willing to uphold the Core Values, Statement of Faith and Policies and Procedures of the ministry
- Exhibit an empathetic and non-judgmental attitude toward all
- Exhibit excellent skills in interpersonal communication and problem solving
- Be able to provide spiritual leadership, discipleship, and support to others
- Be able to carry out responsibilities with little or no supervision
- Possess excellent verbal communication skills and professional phone voice and demeanor
- Fluency in multiple languages is desired but not required
- Have an active license as a Registered Nurse
- Have a firm understanding of abortion procedures, risks, and side effects, and the ability to verbally communicate this information effectively and compassionately
- Two years of experience in a pregnancy center or working with the maternal population is preferred.
- Have experience with Microsoft Office 365, data entry, and use of the internet, utilizing software, databases, scripts, and tools appropriately
- Customer service oriented with the ability to work under pressure
- Bachelors degree preferred

Training Requirements:

- Attend weekend volunteer training for introduction to the ministry of FCWS.
- Successfully complete designated training specific to the Telehealth Center.
- If applicable, attend Abortion Healing Assistance program prior to training.
- Participate in on-going, in-service training for the Telehealth Team