



TeleHealth Scheduler

TeleHealth Schedulers will have the primary responsibility of responding to incoming calls, texts, and emails from prospective clients seeking abortion information. Schedulers will report to the Call Center Director and will receive a yearly written and oral evaluation.

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 interpersonal communication skills and problem solving
- Possess excellent verbal communication skills and professional phone voice and demeanor
- Be able to carry out responsibilities with little or no supervision
- Have experience with Microsoft Office 365, data entry, and use of the internet, utilizing software, databases, scripts, and phone system tools appropriately
- Have one year of experience as a volunteer in a ministry
- Fluency in multiple languages is desired but not required
- Health care experience a plus
- Strong background in customer service
- Ability to work across multiple platforms at one time while assisting callers on the phone
- AA Degree preferred, High School or Equivalent Required
- Existing FCWS staff or volunteer preferred (as they already have a working understanding of the ministry and procedures)

RESPONSIBILITIES

The Call Center Scheduler will answer incoming calls from women seeking help with their unplanned pregnancy. The Scheduler needs to be able to gather initial information on the Caller's current situation and assist her accordingly (needs of callers range from pregnancy options, housing needs, crisis situations, local resources and out of area resources, and more).

- Participate in prayer as an integral part of the day-to-day operation of the Call Center
- Complete volunteer training for introduction to the ministry of FCWS
- Successfully complete designated training specific to the Call Center
- If applicable, attend Abortion Healing Assistance program prior to training

- Participate in on-going, in-service training
- Commit to working 20 hours per week
- Respond to each caller with compassionate listening and provide truthful and caring solutions to the needs presented, ensuring that callers feel supported and valued
- Schedule virtual appointments with the TeleHealth Nurse or in person appointments at an FCWS location as appropriate
- Provide initial phone counseling for callers if needed and Nurse is not available
- Maintain call records for each call and submit to Call Center Director at end of shift
- Follow-up on call contacts as promised to caller or as directed by Director
- Assist with miscellaneous administrative duties as needed
- Provide appropriate referrals to approved outside resources as needed by caller
- Commitment to ministry and client confidentiality, complying with HIPAA privacy protocols