

HEARTBEAT INTERNATIONAL

Job Description

TITLE: Healthcare Team Manager; Exempt
REMOTE WORK STATUS: Position eligible to work remotely (subject to supervisory discretion)
DEPARTMENT: Ministry Services
REPORTS TO: Associate Director, Ministry Services

SUMMARY

Oversees APR Hotline and assists Consultants as indicated in addressing client needs. Recruits, orients and trains staff of professionals dedicated to assisting contacts make informed decisions regarding reversal of chemical abortion. Assures quality of client care by developing, interpreting, applying and enforcing standards of care as defined by state board of nursing and state nurse practice act requirements, and other governing agency regulations. Also assists in providing education, resources and services to support HBI-affiliated organizations in the area of medical services. All responsibilities are executed in support of Heartbeat International's Christian pro-life mission, vision, and Christian core operational values and core beliefs.

RESPONSIBILITIES

Primary Responsibilities (Approximately 80% of Time)

1. Oversees all APR Hotline calls and contacts for quality of care provided and the need for assistance. Assists Hotline Consultants as indicated in responding to the needs of clients.
2. Maintains client care requirements by managing Hotline Consultant schedule and assigning staff. Serves as back-up for Hotline Consultant schedule, assuming shifts when scheduling issues occur or call volume is such that additional help is needed.
3. Maintains APR operations by enforcing program, operational, and personnel policies and procedures.
4. Assures quality of care by developing and interpreting nursing division's philosophies and standards of care, enforcing adherence to state board of nursing and state nurse practice act requirements and to other governing agency regulations, measuring health outcomes against standards, and recommending adjustments as needed.
5. Maintains a dedicated team of Hotline Consultants through sourcing/vetting candidates, providing requisite training, orienting to duties, and through providing ongoing development opportunities.
6. Responsible for performance management/performance review including coaching, counseling, and providing constructive feedback as indicated. Responsible for assessing performance outcomes and ensuring performance standards are maintained.
7. Conduct call monitoring either by listening in to the recorded calls or to live calls and subsequently undertake coaching sessions with team members.
8. Oversight of APR Hotline training platform, recommending adjustments to training content as indicated to ensure programming is adequately preparing Consultants for their duties.
9. Maintaining a compassionate environment by providing emotional, psychological, and spiritual support to clients and APR Hotline team.
10. Track call and data traffic and accurately formulate staff forecasts to ensure service levels are met. Coordinate with HR to ensure pipeline of new staff members is maintained to meet the growth in call traffic.
11. Actively measure the performance of the team and ensure that all operational targets and service levels are achieved and maintained.
12. Serves on APR consultative team by providing information to APR Hotline Consultants, clients, HBI affiliates, and health care professionals through answering questions and responding to requests for information, materials, etc. In that regard, may be tasked with conducting research and identifying appropriate channels for information.

13. Maintains client confidence and protects operations by monitoring confidential information processing.
14. Maintains documentation of client care services by auditing client and department records, ensuring integrity of client data is maintained.
15. Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and participation in professional affiliations.
16. Facilitates cooperative relationship among health care team by timely communicating information, responding to requests, building rapport, and participating in team building opportunities.
17. Assist with the planning, evaluation, and updating of services and resources as related to the APR Program.
18. Proactively seek ways of improving the service offered to APR clients.
19. Serve as an escalation path for Consultant team members, responding quickly to any potential problems.
20. Assists in providing education, resources and services to support HBI-affiliated organizations in the area of medical services.

Secondary Responsibilities (Less than 20% of Time)

21. Keep current on information pertinent to support Heartbeat International's mission, its programs and resources, and affiliates, especially as related to the APR Program.
22. Make presentations and represent Heartbeat International, when appropriate, at trainings, events, etc., sponsored by other organizations.
23. Assist with authoring written communications relative to the APR program such as contributing to newsletters (Medical Matters), the content of training programs, manuals, Academy-sponsored learning and/or nursing research.
24. Special projects/assignments as requested by supervisor.

SUPERVISION (Received/Exercised)

Receive periodic supervision in form of general parameters. Make non-routine decisions involving analysis of situations based on parameters established, relevant and appropriate medical guidelines and practices, and past related experience ensuring service provided conforms to Heartbeat's Christian pro-life mission, vision, core beliefs, and values and appropriate guidelines and regulations. Plan and organize work to complete projects/assignments and meet affiliate needs.

QUALIFICATIONS

1. Degree from an accredited school of nursing or other comparable secondary education required; *BSN RN preferred.*
2. Unrestricted license as a Registered Nurse (RN) or other healthcare licensing in state of residence required.
3. Work experience in a nurse triage call center environment or customer service environment strongly desired.
4. Work experience in a Pregnancy Help Organization strongly desired.
5. Ability to multi-task and to work within scheduled deadlines in a dynamic and challenging environment.
6. Ability to prioritize and display aptitude for good decision making.
7. Ability to work under pressure and maintain a positive frame of mind.
8. Ability to think strategically.
9. High level of integrity.
10. Excellent communication and interpersonal skills for interfacing with staff, affiliates and the general public. Ability and desire to work cooperatively—with a Christian servant heart—to inspire Consultants, staff and affiliates.
11. Basic proficiency with computers and keyboarding skills, and a good understanding of E-mail and Instant Messenger etiquette. Familiarity with Microsoft Word and health systems software preferred.
12. Desire to work in a fast-paced, dynamic and challenging environment.

13. Ability to travel, as is indicated, in executing duties.
14. Ability to adjust schedule, as needed, to work after hours and/or on the weekend to meet the workflow needs of the APR program and in support of Hotline Consultants.
15. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff.
16. Ability and willingness to demonstrate commitment to Heartbeat International mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
17. A willingness to share the gospel of Jesus Christ by word and example to encourage Consultants, affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.
18. A servant's heart with the ability to understand how all tasks impact Heartbeat International's ministry of supporting life.