HEARTBEAT INTERNATIONAL

Job Description

TITLE: **Healthcare Team Nurse (Non-exempt; part-time)**
DEPARTMENT: Medical Impact
REPORTS TO: Medical Impact Healthcare Team Managers
REMOTE WORK STATUS *Position is performed remotely*

SUMMARY

The Abortion Pill Rescue (APR) Hotline is a pro-life communication service that falls under the direction of the Medical Impact Department of Heartbeat International. Calls and electronic communication come primarily from women who are seeking reversal after the initiation of a chemical abortion.

Option Line Plus is an enhanced service to strengthen the bridge for pregnancy help during hours when a center may not be available. During an interaction with an Option Line Plus consultant, a contact will receive valuable education, better understand the value of visiting a pregnancy help organization, and finally, will be referred to or scheduled for an appointment at a center.

Digital Interactions is a collaboration with the Florida Pregnancy Care Network. Digital Interactions provide a 24/7 live chat line where the primary focus of the interactions to Florida residents is symptom triage, self-care guidance, mental health support, referrals to Florida program resources and health education. The expected outcome from these digital interactions is an ideal entry point with instant access to facilitate timely interventions, with a level of privacy and convenience, that builds trust for those who may be more comfortable with a chat than a voice-based communication platform.

The Healthcare Team Nurse is tasked with responding to telephone and electronic communication, including communication in Spanish for bilingual nurses. All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission, vision, and Christian values.

The information presented and given through contacting a Healthcare Team Nurse is intended for general education purposes only and is not intended to be relied upon as a substitute for professional and/or medical advice.

RESPONSIBILITIES

1. Handle in-bound communications as they are received according to established policies, procedures, and training, and provide quality, Christian caring service.
2. Assess the immediate need of the contact, provide information, answer questions as appropriate, and connect or refer contacts with life affirming medical providers.
3. Counsel contacts, according to established policies, procedures, and training, with the intention of referring each contact to a life-affirming medical provider and/or pregnancy resource center for further services.
4. Remain aware of the contact's emotional state and show proper respect and sensitivity for the personal issues involved in the caller's circumstances.
5. Share the Gospel of Jesus Christ by word and example with each caller as may be appropriate.
6. Compose communications - e-mails, chat, and instant messages - in a professional, sensitive, and

concise manner while following established protocol.
7. Enter data into database as contacts are received.
8. Provide necessary information to life affirming medical provider assuming contact's care/appointment.
9. Complete each contact's initial intake as well as appropriate documentation following each contact's interaction.
10. Follow established policies and procedures, including confidentiality policy.
11. Attend and complete all assigned mandatory training and meetings.
12. Maintain timely attendance and punctuality for all assigned shifts.
13. Accept assignments and directives as delegated by supervisor.

SUPERVISION (Received/Exercised)

Work is performed independently with periodic review. Organize work and set priorities based on schedule, office policies and procedures, and supervisor. Supervisor or team leader regularly reviews non-routine work and periodically reviews routine work.

QUALIFICATIONS

1. Nursing degree required in addition to active unrestricted compact nursing license in state of residence.
2. Minimum 2 years' experience working in a health care setting is also desirable. Experience in pro-life movement is also a plus.
3. Computer proficiency and keyboarding skills, with solid understanding of E-mail and Instant Messenger etiquette. Familiarity with Microsoft Word. Prior database experience preferred.
4. Availability for a minimum commitment of 16 hours monthly.
5. Availability to attend one team meeting per month for those employed less than 30 hrs. per week.
6. Good written communication skills and professional, pleasant oral communication skills, including good voice quality and fluency in English language (and fluency in Spanish language for Bilingual nurses).
7. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others - treat others with respect, honesty, and integrity, working towards Christian (scripture-based) peace and unity.
8. Demonstrates willingness and ability to learn.
9. Displays critical thinking, problem solving, and decision-making skills.
10. Exhibits the ability to organize and prioritize tasks as well as stamina to work long hours in high-pressure situations while maintaining composure.
11. Ability to work under pressure and manage multiple tasks, while ensuring the accuracy and timeliness of the work performed.
12. A willingness and desire to work as a team to serve contacts and other Heartbeat constituencies, including other Heartbeat staff.
13. A servant's heart with the ability to understand how all tasks impact Heartbeat International's ministry of supporting life.